

| | | |
|--|---------------------|--------------------|
| AREA Hollister-Gilroy | DIVISION Coastal | NUMBER 725 |
| EVALUATED BY S. M. Temple, #9400 Sergeant | | DATE 11/16/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--|--------------------------------|
| TYPE OF EVALUATION <input type="checkbox"/> Formal Evaluation <input checked="" type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO | | <input type="checkbox"/> Correction Report BY _____ | COMMANDER'S REVIEW DATE |
| MANAGEMENT FUNCTIONS | | EVALUATED Yes | ACTION REQUIRED No |
| | | | CORRECTED |

What functions of management were observed?

| | |
|----------------------------|---|
| (1) Planning adequate? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (2) Organization adequate? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Staffing adequate? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (4) Directing adequate? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (5) Controlling adequate? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (6) Delegating adequate? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

| | | | |
|---|---|-----------------------|-----------|
| ORGANIZATION | EVALUATED Yes | ACTION REQUIRED No | CORRECTED |
| a. Current Organizational Chart? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |
| (1) Lines of authority, responsibility, and training? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |
| b. How are personnel informed of commander's absence? MIS, Briefing Item | | | |
| (1) Alternate assigned? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |
| (2) Division notified via comm-net? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |
| c. Have collateral duties been assigned to supervisors? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |
| (1) Officers aware of assignments and/or changes? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |
| d. How was efficiency of the organization tested? See comments. | | | |

| | |
|---|---|
| e. Is there an appropriate span of control? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
|---|---|

| | | | |
|---|---|-----------------------|-----------|
| JOB DESCRIPTIONS | EVALUATED Yes | ACTION REQUIRED No | CORRECTED |
| a. Local procedure for periodic review? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |
| (1) Date of last review update? Currently being revised with Area SOP. | | | |
| b. Authority limits explained? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |
| c. Written job descriptions for positions? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | |

(1) Where are job descriptions kept? Area SOP

(2) Has cross training been conducted?

☒ Yes ☐ No

COMMUNICATIONS

EVALUATED

Yes

ACTION REQUIRED

No

CORRECTED

a. Commander's methods to disseminate and receive information? Staff Meetings, Area Squad Meetings, E-mail, in-person.

(1) Does the commander use both formal and informal channels?

☒ Yes ☐ No

(2) How does the commander inform personnel of their contributions and/or accomplishments? In-person, E-mail, CHP 112/100

comments, CHP 2.

b. Good up and down flow of information within Area?

☒ Yes ☐ No

(1) Commander to supervisors?

☒ Yes ☐ No

(2) Commander to officers through lieutenants/sergeants?

☒ Yes ☐ No

(3) Supervisors to commander?

☒ Yes ☐ No

(4) Supervisors to officers?

☒ Yes ☐ No

(5) Officers to supervisors?

☒ Yes ☐ No

(6) Officers to commander through chain of command?

☒ Yes ☐ No

(7) Between uniformed/nonuniformed employees?

☒ Yes ☐ No

(8) Suggestions for improvement made/tested?

☐ Yes ☒ No

c. Commander and supervisors available for counseling?

☒ Yes ☐ No

(1) Commander attend briefings?

☒ Yes ☐ No

(2) Lieutenant attend briefings?

☒ Yes ☐ No

d. Is the information system effective?

☒ Yes ☐ No

(1) Are personnel aware of current projects?

☒ Yes ☐ No

(2) Weekly correspondence routed?

☒ Yes ☐ No

e. How is the commander kept informed of daily events? Sergeants Log entries, E-mail, telephone notifications

f. Are photos on picture board current?

☒ Yes ☐ No

AREA AND STAFF MEETINGS

EVALUATED

Yes

ACTION REQUIRED

No

CORRECTED

a. Commander or facilitator/manager adequately prepared for meetings?

☒ Yes ☐ No

(1) Do meetings begin on time?

☒ Yes ☐ No

(2) Is there an agenda?

☒ Yes ☐ No

b. How often are Area meetings held? Quarterly

(1) Who coordinates agenda? Administrative Assistant (Sergeant) and Area Training Officer

(2) Who takes minutes? Area Training Officer

(3) Is action taken, with subsequent follow-up? ☒ Yes ☐ No

c. Are successive meetings held? ☒ Yes ☐ No

d. Are Top Management minutes discussed? ☒ Yes ☐ No

(1) Does commander support departmental programs? ☒ Yes ☐ No

(2) Do employees understand information disseminated? ☒ Yes ☐ No

e. Are special interest programs planned? ☒ Yes ☐ No

f. Are schedules arranged for maximum attendance? ☒ Yes ☐ No

(1) Is information conveyed to absent members? ☒ Yes ☐ No

g. What is the frequency of staff meetings? Monthly

(1) Agendas distributed prior to meetings? ☒ Yes ☐ No

(2) Who attends? Area Commander, FOO, Sergeants, OSS-I, CAHP Area Representative.

(3) Action taken, with subsequent follow-up? ☒ Yes ☐ No

h. Are sergeants-only meetings held? ☒ Yes ☐ No

i. What is the frequency of nonuniformed meetings? Weekly

(1) Who schedules these meetings? OSS-I

(2) What is the commander's role? OSS-I meets with commander to discuss/review relevant issues.

(3) Action taken, with subsequent follow-up? ☒ Yes ☐ No

MANAGEMENT OF TIME

EVALUATED
Yes

ACTION REQUIRED
No

CORRECTED

a. Is time spent on activities proportionate to importance? ☒ Yes ☐ No

b. Commander/lieutenant/sergeants available other than business hours? ☒ Yes ☐ No

COLLECTIVE BARGAINING

EVALUATED
Yes

ACTION REQUIRED
No

CORRECTED

a. Does the commander comply with Contract Interpretations (CI)? ☒ Yes ☐ No

(1) Does a library copy of all CIs exist? ☒ Yes ☐ No

(2) Employee groups notified prior to changing policy? ☒ Yes ☐ No

(3) Employee contract training for nonuniformed supervisors? ☒ Yes ☐ No

(4) Managers/supervisors understand grievance/complaint procedures? ☒ Yes ☐ No

HP 454 (Rev. 5-06) OPI 009

DATE: 11/19/2008

[illegible]

Department of California Highway Patrol
 AREA MANAGEMENT EVALUATION
 Chapter 1
 AREA ADMINISTRATION

Area
 King City

Division
 Coastal Division

Number

73508001

Evaluated By M. Mann/S-2

Date
 09/03/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impression. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

Type of Evaluation

☐ Formal ☒ Informal

Suspense Date

Follow-up Required

☐ Correction Report

☐ Yes ☒ No

by _____

Commander's Review

Date

1. MANAGEMENT FUNCTIONS

Evaluated

☒

Action Required

☐

Corrected

☐

a. What functions of management were observed? Refer 1 - 6 below.

(1) Planning adequate?

☒ Yes ☐ No

(2) Organizing adequate?

☒ Yes ☐ No

(3) Staffing adequate?

☒ Yes ☐ No

(4) Directing adequate?

☒ Yes ☐ No

(5) Controlling adequate?

☒ Yes ☐ No

(6) Delegating adequate?

☒ Yes ☐ No

2. ORGANIZATION

Evaluated

☒

Action Required

☐

Corrected

☐

a. Current Organizational Chart?

☒ Yes ☐ No

(1) Lines of authority, responsibility and training?

☒ Yes ☐ No

b. How are personnel informed of commander's absence? Com-net, in-out board, and some e-mail.

(1) Alternate assigned?

☒ Yes ☐ No

(2) Division notified via comm-net?

☒ Yes ☐ No

c. Have collateral duties been assigned to supervisors?

☒ Yes ☐ No

(1) Officers aware of assignments and/or changes?

☒ Yes ☐ No

d. How was efficiency of the organization tested? Strategic plan efforts.

e. Is there an appropriate span of control?

☒ Yes ☐ No

AREA MANAGEMENT EVALUATION

Chapter 1

AREA ADMINISTRATION

| | | | |
|---|---|---|------------------------------------|
| 3. JOB DESCRIPTIONS | Evaluated <input checked="" type="checkbox"/> | Action Required <input type="checkbox"/> | Corrected <input type="checkbox"/> |
| a. Local procedure for periodic review? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (1) Date of last review update? 05/14/2008 | | | |
| b. Authority limits explained? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| c. Written job descriptions for clerical positions? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (1) Where are job descriptions kept? Area SOP | | | |
| (2) Has cross training been conducted? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| 4. INTERPERSONAL COMMUNICATIONS | Evaluated <input checked="" type="checkbox"/> | Action Required <input checked="" type="checkbox"/> | Corrected <input type="checkbox"/> |
| a. Commander's methods to disseminate and receive information? MIS, brief items, staff meetings, e-mail, phone, personal contact. | | | |
| (1) Does the commander use both formal and informal channels? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (2) How does the commander inform personnel of their contributions and/or accomplishments? | | | |
| Briefings, commander's hour during training days, 100 /112 comments as appropriate, postings./CHP 2/commendation | | | |
| b. Good up and down flow of information within Area? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (1) Commander to supervisors? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (2) Commander to officers through Lieutenants/Sergeants? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (3) Supervisors to commander? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (4) Supervisors to officers? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (5) Officers to supervisors? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (6) Officers to commander through chain of command? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (7) Between uniformed/nonuniformed employees? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (8) Suggestions for improvement made/tested? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| c. Commander and supervisors available for counseling? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (1) Commander attend briefings? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (2) Lieutenant attend evening briefings? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | | |
| d. Is the information system effective? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (1) Are personnel aware of current projects? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |
| (2) Weekly correspondence routed? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | | |

AREA MANAGEMENT EVALUATION
Chapter 1
AREA ADMINISTRATION

e. How is the commander kept informed of daily events? Area log, telephone, e-mail.

f. Are photos on picture board current?

☐ Yes ☒ No

5. AREA AND STAFF MEETINGS

Evaluated

☒

Action Required

☐

Corrected

☐

a. Commander adequately prepared for meetings?

☒ Yes ☐ No

(1) Do meetings begin on time?

☒ Yes ☐ No

(2) Is there an agenda?

☒ Yes ☐ No

b. How often are Area meetings held? Quarterly.

(1) Who coordinates agenda? Commander

(2) Who takes minutes? Rotates - commander, uniformed supervisors, non-uniformed supervisor.

(3) Is action taken, with subsequent follow-up?

☒ Yes ☐ No

c. Are successive meetings held?

☒ Yes ☐ No

d. Are Top Management minutes discussed?

☒ Yes ☐ No

(1) Does commander support departmental programs?

☒ Yes ☐ No

(2) Do employees understand information disseminated?

☒ Yes ☐ No

e. Are special interest programs planned?

☒ Yes ☐ No

f. Are schedules arranged for maximum attendance?

☒ Yes ☐ No

(1) Is information conveyed to absent members?

☒ Yes ☐ No

g. What is the frequency of staff meetings? Quarterly

(1) Agendas distributed prior to meetings?

☐ Yes ☒ No

(2) Who attends? Commander, uniformed supervisors, non-uniformed supervisor, Area representative. Guest on occasion.

(3) Action taken, with subsequent follow-up?

☒ Yes ☐ No

h. Are Sergeants-only meetings held?

☒ Yes ☐ No

i. What is the frequency of nonuniformed meetings? N/A - daily contact/check-in.

(1) Who schedules these meetings?

(2) What is the commander's role?

(3) Action taken, with subsequent follow-up?

☐ Yes ☒ No

AREA MANAGEMENT EVALUATION

Chapter 1

AREA ADMINISTRATION

| | | | |
|--|---|--|---|
| 6. MANAGEMENT OF TIME | Evaluated <input checked="" type="checkbox"/> | Action Required <input type="checkbox"/> | Corrected <input type="checkbox"/> |
| a. Is time spent on activities proportionate to importance? | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. Commander/Lieutenant/Sergeants available other than business hours? | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 7. COLLECTIVE BARGAINING | Evaluated <input checked="" type="checkbox"/> | Action Required <input type="checkbox"/> | Corrected <input type="checkbox"/> |
| a. Does the commander comply with CI interpretations? | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) Does a Library copy of all CIs exist? | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (2) Employee groups notified prior to changing policy? | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Employee contract training for nonuniformed supervisors? | | | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| (4) Managers/supervisors understand grievance/complaint procedures? | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| 8. COMMENTS Area administration is good. Area photo board is in the process of being updated. | | | |

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

| | | |
|---------------------------------------|---------------------|--------------------|
| AREA 720 | DIVISION Coastal | NUMBER |
| EVALUATED BY Field Operations Unit | | DATE 08/27/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--------------------|------|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | COMMANDER'S REVIEW | DATE |
| BY _____ | | | |

| | | | |
|---|------------------|-----------------------|-----------|
| AREA STANDARD OPERATING PROCEDURES (SOP) | EVALUATED yes | ACTION REQUIRED no | CORRECTED |
|---|------------------|-----------------------|-----------|

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☒ Yes ☐ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? SOP is on-line to maximize usage for all employee's.

Employee's new to Area are required to review SOP.

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? SOP on-line. All employee's have access to departmental computer system.

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? Area supervisors and Management

(13) How often is SOP reviewed/updated? Upon approval of Area Commander, SOP updates are briefed to all employee's

(a) Is a suspense system in place? ☒ Yes ☐ No

| LOCAL DIRECTIVES | EVALUATED yes | ACTION REQUIRED no | CORRECTED |
|------------------|------------------|-----------------------|-----------|
|------------------|------------------|-----------------------|-----------|

a. Other methods utilized by commander to provide written instructions to Area personnel? Briefings, personal contact

| LIMITED DUTY ASSIGNMENTS | EVALUATED yes | ACTION REQUIRED no | CORRECTED |
|--------------------------|------------------|-----------------------|-----------|
|--------------------------|------------------|-----------------------|-----------|

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? Front desk duty, administrative duties

c. How many employees are currently on limited duty status? 2

| OTHER PROCEDURES | EVALUATED yes | ACTION REQUIRED yes | CORRECTED |
|------------------|------------------|------------------------|-----------|
|------------------|------------------|------------------------|-----------|

a. What methods does Area use to report highway defects? Area has form (720-9) which is used to report such defects. Area keeps form on file, distributes to proper authoritative agency to correct concern.

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? Area Sergeant handles all aspects of complaints.

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☒ Yes ☐ No

(4) What are the most common errors in complaint investigations? Dates on the CHP 240 not completed as required.

c. What procedure is in place to handle traffic complaints? As Area receives complaint, Sergeant assigns to beat officer. If required a letter is sent from the Commander detailing what was done to eliminate the concern.

d. How are employee absences reported/verified? Employee's contact sergeant. If none available then a voice mail is left. Supervisor would then contact employee to verify. Area tracks all employee's sick leave on a master schedule.

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? All employee's carry their own digital camera's.

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

HP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? Digital

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? Officer Lewis

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? Officer Lewis prepares a briefing item detailing the circumstances of the companies removal from service and sends correspondence to the Monterey Communications Center.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Area does not release the information.

(2) Who regularly receives Area rosters? Coastal Division, Dispatch, Managers and Supervisors

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Special Duty officer

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? Officers are assigned to an FTO, beat officer and are required to review the Area's SOP and briefing items.

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

HP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? Supervisors and Managers

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? By initial review, staff meetings

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? Supervisors/Managers

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? Elise Cano, OSS I Trevor

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☐ Yes ☒ No

During the inspection, the Injury and Illness Prevention Program and the Emergency Action Plan were reviewed. Refer to Item #2 and Item #3 for information.

On August 27, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Santa Cruz Area's SOP was found to be on-line for the entire command to review. Updates for the SOP are sent to each employee via e-mail and briefed during shift changes.

2. LOCAL DIRECTIVES:

- a. The command ensures all employees receive written commands via shift change, briefings, E-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Monterey Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been completed properly with no omissions.
- e. A check on the Area's secondary employment listing revealed the Area is in compliance per HPM 10.3
- g. The Area follows proper policy and procedure related to ambulance/tow truck inspections. A review of the tow complaints noted the tow officer had properly documented each case.
- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.

- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training policies.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) Ventura Area ensures that CHP 90s, Report of Court appearance are submitted in a timely fashion.
(8) Commander to ensure the MAR is signed on a monthly basis.
Refer to item #1.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan. Upon review, it was noted the Area's IIPP requires updates. The Area's 2005 goals along with the 2006 Area minutes appear to be the last updates. The Area has a comprehensive program within the IIPP and the EAP, but the IIPP binder is missing the Department programs per HPM 10.3, Chapter 7. Five employee's personnel folders were checked for the CHP 712A form (review of the IIPP) (per CHP 137C) yielded only one expired CHP 712A. Out of 5 uniformed and non-uniformed personnel, asked about the IIPP, it was noted none were aware of the program and the contents of the IIPP binder. **Refer to Item #2.**

Upon inspection of the Area's Emergency Action Plan (EAP), it was found the Area's emergency response personnel contact listing located in 1-B-1, 1-C-1 required updates. A random check of CHP 712 (review of EAP) was checked in the employee's field folder. Only 2 CHP 712's were located in the field folders.
Refer to Item #3.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

| | | |
|---------------------------------------|---------------------|--------------------|
| AREA 725 | DIVISION Coastal | NUMBER |
| EVALUATED BY Field Operations Unit | | DATE 08/13/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--------------------|--|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | COMMANDER'S REVIEW | |
| BY _____ | | DATE | |

| | | | |
|---|------------------|-----------------------|-----------|
| AREA STANDARD OPERATING PROCEDURES (SOP) | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|---|------------------|-----------------------|-----------|

a. Does SOP contain only local procedures essential to Area? ☐ Yes ☒ No

b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? THE AREA SOP HAS BEEN CURRENTLY REVISED

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☐ Yes ☒ No

(11) How are SOPs distributed? SOP IS LOCATED IN A BINDER ACCESSIBLE TO ALL EMPLOYEE'S.

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? AREA MANAGEMENT IS CURRENTLY RESPONSIBLE FOR THE REVIEW/
REVISION OF THE SOP

(13) How often is SOP reviewed/updated? AREA SOP HAS RECENTLY BEEN UPDATED

(a) Is a suspense system in place? ☒ Yes ☐ No

| LOCAL DIRECTIVES | EVALUATED | ACTION REQUIRED | CORRECTED |
|------------------|-----------|-----------------|-----------|
| | YES | NO | |

- a. Other methods utilized by commander to provide written instructions to Area personnel? **COMMANDER ENSURES ALL ORDERS ARE PROVIDED VIA BRIEFING ITEM, E-MAIL OR PERSONAL CONTACT**

| LIMITED DUTY ASSIGNMENTS | EVALUATED | ACTION REQUIRED | CORRECTED |
|--------------------------|-----------|-----------------|-----------|
| | YES | NO | |

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

- b. What types of duties are assigned to those on limited duty? **DESK RELATED DUTIES**

- c. How many employees are currently on limited duty status? **1**

| OTHER PROCEDURES | EVALUATED | ACTION REQUIRED | CORRECTED |
|------------------|-----------|-----------------|-----------|
| | YES | | |

- a. What methods does Area use to report highway defects? **CONTACT DISPATCH IMMEDIATELY. ENGINEERING ISSUES REQUIRE MEMORANDUM TO COMMANDER.**

- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

- (1) What procedure is followed for receiving citizen's complaints? **AREA SERGEANTS ACCEPT COMPLAINTS. COMPLETE CHP 240B.**

- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

- (3) Are complaints classified properly? ☒ Yes ☐ No

- (4) What are the most common errors in complaint investigations? **DATES NOT COMPLETED ON CHP 240 SHEETS.**

- c. What procedure is in place to handle traffic complaints? **AREA GENERATED FORM.**

- d. How are employee absences reported/verified? **SUPERVISOR CONTACTS EMPLOYEE TO VERIFY ABSENCE.**

- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

- f. How are cameras assigned? **BY SHIFTS**

REA MANAGEMENT EVALUATION**REA PROCEDURES AND LOCAL ORDERS**

HP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? DIGITAL

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? OFFICER K. SAKAMOTO

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? LETTER IS PREPARED FROM THE COMMANDER ADDRESSING THE ISSUE PER THE TSA

AGREEMENT.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? MONTHLY UPDATES

DISTRIBUTED TO SUPERVISORS/MANAGEMENT. E-MAILED TO EMPLOYEE'S

(2) Who regularly receives Area rosters? EMPLOYEE'S OF COMMAND AND MCC

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? AREA SERGEANT

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? EMPLOYEE REPORTS

TO SERGEANT. ASSIGNED TO SPECIFIC TRAINING.

n. Who is responsible for the review of reports submitted by field officers? SUPERVISORS

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? AREA SUPERVISORS ARE THE PRIMARY REVIEWERS

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? SERGEANTS/MANAGEMENT

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? OSS1, ROBERTA SCHMIDT

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

Refer to narrative: During the inspection, the Injury and Illness Protection Plan (IIPP), Emergency Operation Plan (EOP) and the Emergency Action Plan (EAP) were inspected.

It was found that the IIPP requires updates. It was found the IIPP was last updated in 1995. 9 uniformed and non-uniformed personnel were asked as to their knowledge of the IIPP. Only 2 personnel were able to identify the IIPP and its contents.

(Refer to Item #1).

Upon further review, it was noted the Area's EAP required update to the emergency contacts. The last revision noted was 01/05.

(Refer to Item #2).

On August 13, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Hollister-Gilroy Area's SOP was found to of been completely revised at the time of this inspection. Updates for the SOP are briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

- a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Monterey Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been competed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. The Area follows proper policy and procedure related to ambulance/tow truck inspections. A review of the tow complaints noted the tow officer had properly documented each case.
- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.

- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training policies.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) Hollister-Gilroy Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
(8) Commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan. Upon review, it was noted the last update was in 1995 and the majority of the entries required to be revised. Out of 9 uniformed and non-uniformed personnel, asked about the IIPP, it was noted only 2 were aware of the program and contents of the binder.

Upon inspection of the Area's Emergency Action Plan (EAP), it was found the Area's emergency response personnel contact listing required updating.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

| | | |
|---------------------------------------|---------------------|--------------------|
| AREA GILROY I.F.-726 | DIVISION COASTAL | NUMBER |
| EVALUATED BY FIELD OPERATIONS UNIT | | DATE 08/13/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--|--------------------------------|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| IS FOLLOW-UP REQUIRED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | <input type="checkbox"/> Correction Report BY _____ | COMMANDER'S REVIEW DATE |

AREA STANDARD OPERATING PROCEDURES (SOP)

| | | |
|------------------|-----------------------|-----------|
| EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|------------------|-----------------------|-----------|

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☒ Yes ☐ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☒ Yes ☐ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? SOP IS HAS BEEN TOTALLY REVISED, AND IS

ACCESSIBLE TO EACH EMPLOYEE VIA AREA LAN SYSTEM.

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? SOP IS ON-LINE FOR EACH EMPLOYEE'S REVIEW

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? MANAGEMENT AND SUPERVISORS

(13) How often is SOP reviewed/updated? AS NEEDED. SOP HAS RECENTLY BEEN UPDATED

(a) Is a suspense system in place? ☒ Yes ☐ No

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

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LOCAL DIRECTIVES

EVALUATED
YES

ACTION REQUIRED
NO

CORRECTED

a. Other methods utilized by commander to provide written instructions to Area personnel? E-MAIL, BRIEFING ITEMS

LIMITED DUTY ASSIGNMENTS

EVALUATED
YES

ACTION REQUIRED
NO

CORRECTED

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty?

☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? CLERICAL TYPE DUTIES

c. How many employees are currently on limited duty status? 1 CVIS

OTHER PROCEDURES

EVALUATED
YES

ACTION REQUIRED
NO

CORRECTED

a. What methods does Area use to report highway defects? N/A. ANY CALLS TO THE FACILITY ARE TRANSFERRED EITHER TO THE HOLLISTER-GILRY OFFICE OR MONTEREY COMMUNICATIONS CENTER.

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual?

☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? AREA SUPERVISORS RECEIVE THE COMPLAINTS AND UPDATE THE CHP 240 LOG.

(2) Is there a system to identify complaint-generating behavior?

☒ Yes ☐ No

(3) Are complaints classified properly?

☒ Yes ☐ No

(4) What are the most common errors in complaint investigations? NONE IDENTIFIED

c. What procedure is in place to handle traffic complaints? TRAFFIC COMPLAINTS ARE LOGGED BY AN AREA COMPLAINT LOG AND ASSIGNED TO AN OFFICER OR TRANSFERRED TO THE APPROPRIATE AREA OFFICE.

d. How are employee absences reported/verified? ABSENCES ARE FOLLOWED UP BY A SUPERVISOR.

e. Is there a central listing of employees with approved secondary employment requests?

☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14?

☒ Yes ☐ No

f. How are cameras assigned? ASSIGNED TO FACILITY

REA MANAGEMENT EVALUATION
REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? AREA HAS 1 DIGITAL CAMERA

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? NONE ASSIGNED.

(1) Are inspections up-to-date?

☐ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☐ Yes ☐ No

(3) Are random inspections conducted?

☐ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☐ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service?

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? EVERY MONTH THE INFORMATION IS UPDATED AND DISTRIBUTED TO THE LIEUTENANT, SUPERVISORS AND SPECIAL DUTY STAFF WITH A COPY TO THE MONTEREY DISPATCH AND COASTAL DIVISION.

(2) Who regularly receives Area rosters? REFER TO ABOVE.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? SPECIAL DUTY

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☐ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? EMPLOYEE'S ARE DIRECTED TO REVIEW THE AREA'S SOP, BRIEFING ITEMS AND IF APPLICABLE ARE ASSIGNED TO ANOTHER OFFICER FOR UPDATED TRAINING.

n. Who is responsible for the review of reports submitted by field officers? AREA SUPERVISORS

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? STAFF MEETINGS

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? MANAGER/SUPERVISOR/OIC

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? OFFICE ASSISTANT

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

PORTION OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S INJURY AND ILLNESS PREVENTION PLAN (IIPP) AND THE EMERGENCY ACTION PLAN (EAP).

UPON REVIEW, IT WAS FOUND THE IIPP REQUIRED UPDATING. SPECIFICALLY, THE ADDITION OF THE 2008 OCCUPATIONAL SAFETY COMMITTEE MEMBERS, AND THE CHP 113A INSPECTION SHEET. ADDITIONALLY, EMPLOYEES WERE ASKED OF THEIR KNOWLEDGE OF THE IIPP, WHICH ONLY 2 EMPLOYEES WERE AWARE OF THE PROGRAM. REFER TO ITEM 1.

ILRO INSPECTION FACILITIES EAP WAS REVIEWED AND FOUND TO BE CURRENT.

On August 13, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Gilroy Inspection Facility Area's SOP was found to have been completely revised at the time of this inspection. The revision was pending the commanders' approval. Updates for the SOP are briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

- a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Monterey Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been completed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. Due to the Area's primary focus as a commercial inspection facility, no participation in the tow truck agreement (TSA) is required. Those duties are assumed by the Hollister-Gilroy Area.

- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.
- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training policies.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) Gilroy Inspection Facility ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
(8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan. Upon review, it was noted that updates were required. Out of 4 uniformed and non-uniformed personnel, asked about the IIPP, it was noted only 2 were aware of the program and contents of the binder.

Upon inspection of the Area's Emergency Action Plan (EAP), it was found to be current.

AREA MANAGEMENT EVALUATION

AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

| | | |
|---------------------------------------|---------------------|--------------------|
| AREA MONTEREY | DIVISION COASTAL | NUMBER |
| EVALUATED BY FIELD OPERATIONS UNIT | | DATE 09/22/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--------------------|------|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | COMMANDER'S REVIEW | DATE |
| BY _____ | | | |

| | | | |
|--|------------------|-----------------------|-----------|
| AREA STANDARD OPERATING PROCEDURES (SOP) | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|--|------------------|-----------------------|-----------|

- a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No
- b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No
- c. SOP available for review? ☒ Yes ☐ No
- (1) Is it current? ☒ Yes ☐ No
- (2) Are orders necessary? ☒ Yes ☐ No
- (3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No
- (4) Conflict between SOP and departmental policy? ☒ Yes ☐ No
- (5) Orders clear and concise? ☒ Yes ☐ No
- (6) Is table of contents current/effective? ☒ Yes ☐ No
- (7) Logical division of material? ☒ Yes ☐ No
- (8) What system is used to assure each Area employee has read SOP? ALL EMPLOYEES ARE REQUIRED TO REVIEW THE SOP. ALL UPDATES ARE BRIEFED
- (9) Effective numbering and index system? ☒ Yes ☐ No
- (10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No
- (11) How are SOPs distributed? SOP IS LOCATED ON LINE, BRIEFING ROOM AND IN THE COMMANDE LIBRARY.
- (a) Are they readily available? ☒ Yes ☐ No
- (12) Who is responsible for review/revision? SGT. C. CHURCHFIELD REVIEWS THE SOP ON A QUARTERLY BASIS AND UPDATES AS NEEDED.
- (13) How often is SOP reviewed/updated? AS NEEDED
- (a) Is a suspense system in place? ☒ Yes ☐ No

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

| LOCAL DIRECTIVES | EVALUATED | ACTION REQUIRED | CORRECTED |
|------------------|-----------|-----------------|-----------|
| | YES | NO | |

- a. Other methods utilized by commander to provide written instructions to Area personnel? BRIEFING ITEMS, E-MAILS, BULLETIN
BOARDS.

| LIMITED DUTY ASSIGNMENTS | EVALUATED | ACTION REQUIRED | CORRECTED |
|--------------------------|-----------|-----------------|-----------|
| | YES | NO | |

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

- b. What types of duties are assigned to those on limited duty? FRONT DESK, ANSWERING TELEPHONES, MISC. FILING

- c. How many employees are currently on limited duty status? 0

| OTHER PROCEDURES | EVALUATED | ACTION REQUIRED | CORRECTED |
|------------------|-----------|-----------------|-----------|
| | YES | YES | |

- a. What methods does Area use to report highway defects? MONTEREY DISPATCH IS IMMEDIATELY ADVISED AND
CONTACTS THE APPROPRIATE AGENCY.

- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

- (1) What procedure is followed for receiving citizen's complaints? AREA LIEUTENANTS ARE ADVISED AND ASSIGN THE
COMPLAINT TO A SERGEANT, WHO COMPLETES THE REQUIRED DOCUMENTATION

- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

- (3) Are complaints classified properly? ☒ Yes ☐ No

- (4) What are the most common errors in complaint investigations? AREA DESCRIBES THE MOST COMMON ERROR IS
PROOFREADING.

- c. What procedure is in place to handle traffic complaints? AREA HAS DEVELOPED A LOCAL GENERATED FORM, WHICH IS
COMPLETED AND FORWARDED TO THE SHIFT SGT. FOR FOLLOW UP.

- d. How are employee absences reported/verified? SUPERVISOR IS CONTACTED BY EMPLOYEE. IF NO SUPERVISOR
AVAILABLE AT THE TIME, A FOLLOW UP CALL IS GENERATED TO VERIFY THE ABSENCE.

- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

- f. How are cameras assigned? CAMERA'S ARE ASSIGNED TO INDIVIDUAL OFFICERS

REA MANAGEMENT EVALUATION**REA PROCEDURES AND LOCAL ORDERS**

HP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? DIGITAL

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? OFF. LEHMAN

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? OFFICER LEHMAN PREPARES A BRIEFING ITEM WHICH IS FORWARDED TO THE MONTEREY

COMMUNICATIONS CENTER SUPERVISOR.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? AREA ROSTERS ARE NOT RELEASED TO ANY PARTY WITH THE EXCEPTION OF THE AREA PERSONNEL AND COASTAL DIVISION.

(2) Who regularly receives Area rosters? SUPERVISORS, MANAGEMENT, DIVISION

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER CARBONEL

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? DEPENDING ON THE LENGTH OF LEAVE, THE OFFICER IS ASSIGNED TO AN FTO, QUALIFIES AT THE RANGE, CERTIFY'S OST/PMA, REQUIRED TO READ SOP AND BRIEFING ITEMS. AREA TRAINING OFFICER PROVIDES UPDATES TO EMPLOYEE.

n. Who is responsible for the review of reports submitted by field officers? AREA SUPERVISORS

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? STAFF MEETINGS, CONTACT WITH OTHER SUPERVISORS/MANAGEMENT

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? AREA SUPERVISORS/MANAGEMENT

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? CORA WELLS, OA

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

URING THE INSPECTION, THE INJURY AND ILLNESS PROTECTION PLAN (IIPP), EMERGENCY OPERAION PLAN (EOP),
ND THE EMERGENCY ACTION PLAN (EAP) WERE INSPECTED AND FOUND TO BE IN COMPLIANCE WITH DEPARTMENT
OLICY. ALL EMPLOYEE'S ASKED ABOUT THESE PLANS WERE ABLE TO PROVIDE SPECIFIC KNOWLEDGE OF EACH
LAN.

On September 22, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Monterey Area's SOP was found to have been completely revised at the time of this inspection and available for each employee's review either on-line or binders. Updates for the SOP are briefed during shift changes and e-mailed to all employees. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

- a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Ventura Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log and the CHP 240 Complaint Investigation face sheets had omissions and incorrect data. **Refer to Item #1.**
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. The Area conforms to departmental policy relating to the inspections of tow trucks/ambulances and assures each required company conforms to the provisions of the tow truck agreement (TSA).

- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.
- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training policies.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) The Monterey Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
(8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) and the Emergency Action Plan (EAP) and the Emergency Operations Plan (EOP). It was found all program plans were up to date and contained the required information. Five employees were asked as to their specific knowledge of all programs. All five employees were able to explain each program.

| | | |
|--|----------------------------|---------------------------|
| AREA SAN LUIS OBISPO | DIVISION COASTAL | NUMBER |
| EVALUATED BY FIELD OPERATIONS UNIT | | DATE 11/17/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | |
|--|--|--|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE |
| FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input type="checkbox"/> Correction Report BY _____ | COMMANDER'S REVIEW  DATE 2/27/08 |

| | | | |
|--|-------------------------|-------------------------------|-------------------------|
| 1. AREA STANDARD OPERATING PROCEDURES (SOP) | EVALUATED YES | ACTION REQUIRED YES | CORRECTED YES |
|--|-------------------------|-------------------------------|-------------------------|

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☐ Yes ☒ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☒ Yes ☐ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? **NEW EMPLOYEE'S REQUIRED TO READ THE SOP,**

WITH UPDATES DURING BRIEFING

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? **BOTH ON-LINE AND AREA BINDERS.**

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? **CAPTAIN VAIL**

(13) How often is SOP reviewed/updated? **SOP IS UPDATED AS REQUIRED.**

(a) Is a suspense system in place? ☒ Yes ☐ No

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

| | | | |
|----------------------------|-----------|-----------------|-----------|
| 2. LOCAL DIRECTIVES | EVALUATED | ACTION REQUIRED | CORRECTED |
| | YES | NO | Yes |

a. Other methods utilized by commander to provide written instructions to Area personnel? **BRIEFING ITEMS**

| | | | |
|------------------------------------|-----------|-----------------|-----------|
| 3. LIMITED DUTY ASSIGNMENTS | EVALUATED | ACTION REQUIRED | CORRECTED |
| | YES | NO | Yes |

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? **COURT DEPOSITION FILING, DIAGRAMS, MISC. ADMIN**

c. How many employees are currently on limited duty status? **1**

| | | | |
|----------------------------|-----------|-----------------|-----------|
| 4. OTHER PROCEDURES | EVALUATED | ACTION REQUIRED | CORRECTED |
| | YES | NO | — |

a. What methods does Area use to report highway defects? **CONTACT SAN LUIS OBISPO COMMUNICATIONS CENTER WHO WILL ADVISE THE PROPER AGENCY TO RESPOND.**

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? **SGT'S ACCEPT COMPLAINT, PREPARE CHP 240B, LT. APPROVES COMPLAINT LETTER, OSS1 ISSUES COMPLAINT NUMBER ON LOG**

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☐ Yes ☒ No

(4) What are the most common errors in complaint investigations?

c. What procedure is in place to handle traffic complaints?

d. How are employee absences reported/verified? **CALLS GO TO SUPERVISOR, LOGGED ON MASTER SCHEDULE. SUPERVISOR WILL FOLLOWUP WITH CONTACT.**

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? **CAMERA ASSIGNED AT TIME OF BRIEFING.**

Destroy Previous Editions

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? **DIGITAL**

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? **OFFICER**

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? **OFFICER PREPARES BRIEFING ITEM AND FORWARDS THE INFORMATION TO THE SAN LUIS**

OBISPO COMMUNICATIONS CENTER

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? **NOT RELEASED, ROSTER IS**

PROVIDED TO DIVISION AND IS ON-LINE FOR THE EMPLOYEE'S.

(2) Who regularly receives Area rosters? **DIVISION, MANAGEMENT**

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? **OFFICER**

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? **OFFICERS ARE REQUIRED TO REVIEW THE AREA SOP, QUALIFY AT THE RANGE, OST/PMA CERTIFICATION, PLACED WITH AN FTO IF APPLICABLE.**

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

IP 453B (Rev. 8-07) OPI 009

n. Who is responsible for the review of reports submitted by field officers? **SGT'S AND COMMANDER**

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes ☐ No(a) How is this accomplished? **PERSONAL CONTACT, STAFF MEETINGS**

o. Does Area have written guidelines for overtime usage and control?

☒ Yes ☐ No

(1) Are these controls effective?

☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes ☐ No(4) Who may authorize overtime? **SGT'S AND MANAGEMENT**

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes ☐ No(7) Who maintains court and subpoena logs? **OA**

(8) Are local controls sufficient to properly manage overtime?

☒ Yes ☐ No

(a) Is CTO held within proper limits?

☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes ☐ No

(d) Is the MAR signed by the commander?

☒ Yes ☐ No

**AN ELEMENT OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S ILLNESS AND INJURY PREVENTION PLAN (IIPP)
AND THE EMERGENCY ACTION PLAN (EAP).**

| | | |
|---|-----------------------------|--|
| COMMAND: San Luis Obispo | DIVISION: Coastal | CHAPTER: 2 Procedures/Orders |
| INSPECTED BY: Dabbs, Gomez, and Neumann | | DATE: 11/17/2008 |

INSPECTORS' FINDINGS

1. AREA STANDARD OPERATING PROCEDURES (SOP):

- a. The last revision to Area SOP was August 2005. Although Area is better suited to determine all necessary updates, the following were noted:
 - i. Chapter 13, Cellular Telephone Use Policy, was in conflict with GO 100.95 issued in October 2007 (**Item 1**).
 - ii. Chapter 26 and Annex 26-A, Death of Individuals In-Custody, references the CHP 104, a form no longer in use. Revised policy is contained in GO 110.9 issued October 2006. The CHP 104 was replaced by the BCIA 713 and the CJ-11A which are both available in FormFlow (**Item 2**).
 - iii. Chapter 32, Mentally Disturbed Persons, references the MH 1533, a form no longer in use. The current form is the MH 302 which can be obtained at <http://www.dmh.ca.gov/News/Publications/Forms/docs/MH302.pdf> (**Item 3**).

2. LOCAL DIRECTIVES:

- a. Unremarkable

3. LIMITED DUTY ASSIGNMENTS:

- a. Unremarkable

4. OTHER PROCEDURES:

- a. A review of the Area's 2008 CHP 240A, *Complaint Control Log*, revealed that the Department of Justice coding was missing on three complaints and the Category on one (**Item 4**).
- b. Although not specifically listed on the evaluation checklist, items pertaining to occupational safety were also reviewed.
 - i. The most current memorandum listing Command Occupational Safety Committee (COSC) members was dated November 2005. Many of the persons listed are no longer assigned to the Area (**Item 5**).
 - ii. The last COSC quarterly meeting minutes were from the fourth quarter of 2005 (**Item 6**).
 - iii. The last CHP 113A, *Safety Inspection Checklist*, on file was completed in July 2002 (**Item 7**).

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA RESOURCE MANAGEMENT INSPECTION
EXCEPTIONS DOCUMENT

| | | |
|--|------------------------------------|---|
| COMMAND: <i>San Luis Obispo</i> | DIVISION: <i>Coastal</i> | CHAPTER: <i>2 Procedures/Orders</i> |
| INSPECTED BY: <i>Dabbs, Gomez, and Neumann</i> | | DATE: <i>11/17/2008</i> |

-
- iv. A random check of five personnel folders found that four held CHP 712, *Employee Emergency Action Plan Review*, with current review dates. The fifth had not been reviewed since 2003.
 - v. A check of these same personnel folders found that only one held a CHP 712A, *Injury and Illness Prevention Program Orientation and Review*, with a current review date. The remaining four had no 712A in their folder.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA RESOURCE MANAGEMENT INSPECTION
EXCEPTIONS DOCUMENT

| | | |
|---|-----------------------------|--|
| COMMAND: San Luis Obispo | DIVISION: Coastal | CHAPTER: 2 Procedures/Orders |
| INSPECTED BY: Dabbs, Gomez, and Neumann | | DATE: 11/17/2008 |

REQUIRED ACTION

1. AREA STANDARD OPERATING PROCEDURES (SOP)

- a. Area is encouraged to review its SOP to ensure all chapters are up to date. In particular, the three items addressed above required amendment.

2. LOCAL DIRECTIVES


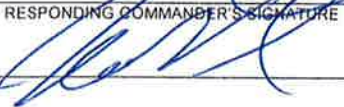
- a. None

3. LIMITED DUTY ASSIGNMENTS

- a. None

4. OTHER PROCEDURES

- a. Area shall update the SOSC membership memorandum in accordance with HPM 10.6, Chapter 2.
- b. Area shall ensure quarterly COSC meetings occur and that meeting minutes are prepared in a timely manner in accordance with HPM 10.6, Chapter 2.
- c. Area shall ensure that members of the COSC conduct semi-annual safety inspections and document their findings on the CHP 113A in accordance with HPM 10.6, Chapter 2.
- d. Area shall establish a process that ensures the annual review of the Emergency Action Plan (EAP) by all personnel and that the review is properly documented on the CHP 712. The CHP 712 shall also be completed and signed by each employee subsequent to initial orientation and whenever the plan is revised. This is in compliance with HPM 100.70, Chapter 14.
- e. Area shall establish a process that ensures the annual review of the Injury and Illness Prevention Program (IIPP) by all personnel and that the review is properly documented on the CHP 712A. The CHP 712A shall also be completed and signed by each employee subsequent to initial orientation and whenever the plan is revised. This is in compliance with the Department's IIPP, Chapter 3.

| | |
|---|-------------------------|
| LEAD INSPECTOR'S SIGNATURE  | DATE 1/2/2009 |
| RESPONDING COMMANDER'S SIGNATURE  | DATE 2/27/09 |

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

AREA

Templeton (740)

DIVISION

Coastal

NUMBER

701

EVALUATED BY

S. Neumann

DATE

12/03/2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--|------|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | <input type="checkbox"/> Correction Report BY _____ | |
| | | COMMANDER'S REVIEW | DATE |

1. AREA STANDARD OPERATING PROCEDURES (SOP)

EVALUATED

YES

ACTION REQUIRED

YES

CORRECTED

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ Nob. Conflicts between Division SOP and Area SOP? ☒ Yes ☐ Noc. SOP available for review? ☒ Yes ☐ No(1) Is it current? ☒ Yes ☐ No(2) Are orders necessary? ☒ Yes ☐ No(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No(4) Conflict between SOP and departmental policy? ☒ Yes ☐ No(5) Orders clear and concise? ☒ Yes ☐ No(6) Is table of contents current/effective? ☒ Yes ☐ No(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? Contained on annual review documentation

(9) Effective numbering and index system? ☒ Yes ☐ No(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? Online and Command Library

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? Sergeant Hanson

(13) How often is SOP reviewed/updated? As needed / three revisions during 2008

(a) Is a suspense system in place? ☒ Yes ☐ No

AREA MANAGEMENT EVALUATION **AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

| LOCAL DIRECTIVES | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|------------------|------------------|-----------------------|-----------|
|------------------|------------------|-----------------------|-----------|

- a. Other methods utilized by commander to provide written instructions to Area personnel? Briefing items

| 3. LIMITED DUTY ASSIGNMENTS | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|-----------------------------|------------------|-----------------------|-----------|
|-----------------------------|------------------|-----------------------|-----------|

- a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

- b. What types of duties are assigned to those on limited duty? N/A

- c. How many employees are currently on limited duty status? Zero

| 4. OTHER PROCEDURES | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|---------------------|------------------|-----------------------|-----------|
|---------------------|------------------|-----------------------|-----------|

- a. What methods does Area use to report highway defects? Advise sergeant, sergeant advise commander

- b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

- (1) What procedure is followed for receiving citizen's complaints? Person referred to sergeant

- (2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

- (3) Are complaints classified properly? ☒ Yes ☐ No

- (4) What are the most common errors in complaint investigations? Complaints appear thorough and complete upon cursory review.
Complaint Log completed properly.

- c. What procedure is in place to handle traffic complaints? Sergeant takes the call, Area-specific form completed and then distributed during Briefing, traffic complaint log maintained

- d. How are employee absences reported/verified? Marked on Daily Log. Master Schedule marked in red. Supervisors follow-up as the situation dictates.

- e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

- (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

- How are cameras assigned? If one is available, all shall carry. C-Watch shall carry. SOP 2-6

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? Digital

(2) Are photos in file of good quality?

☒ Yes☐ No

g. Who is responsible for ambulance/tow truck inspections? Officer C. Fisher (tow only / no ambulance)

(1) Are inspections up-to-date?

☒ Yes☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes☐ No

(3) Are random inspections conducted?

☒ Yes☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? Officer Fisher notified road patrol via Briefing Item and SLO CC also advised

h. Is there security for Area personnel rosters?

☒ Yes☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? Do not release

(2) Who regularly receives Area rosters? Updated online only

i. Has the Area established proper employer/employee relations?

☒ Yes☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Sergeants

(2) If appropriate, are damages collected?

☒ Yes☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes☐ No

(1) How are employees returning from extended absences provided updated information from directives? Required to take time to review Briefing Items issued during absence.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

CHP 453B (Rev. 8-07) OPI 009

Who is responsible for the review of reports submitted by field officers?

Sergeants or AI Review Officer, as applicable

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes

☐ No

(a) How is this accomplished?

Sergeants review all arrest reports. AI Review Officer informs sergeants regarding AI reports

o. Does Area have written guidelines for overtime usage and control?

☒ Yes

☐ No

(1) Are these controls effective?

☒ Yes

☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes

☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☐ Yes

☐ No

(4) Who may authorize overtime? Unable to access CARS to review A415s / Sergeants authorize OT

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes

☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☐ Yes

☐ No

(7) Who maintains court and subpoena logs? Clerical

(8) Are local controls sufficient to properly manage overtime?

☒ Yes

☐ No

(a) Is CTO held within proper limits?

☒ Yes

☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes

☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes

☐ No

(d) Is the MAR signed by the commander?

☒ Yes

☐ No

| | | |
|---------------------------------|-----------------------------|---------------------------------|
| COMMAND: Templeton | DIVISION: Coastal | CHAPTER: 2 Procedures |
| INSPECTED BY: Neumann | | DATE: 12/3/2008 |

INSPECTOR'S FINDINGS

1. AREA STANDARD OPERATING PROCEDURES (SOP):

- a. The Area's SOP showed three revisions during 2008, indicating the document was regularly reviewed and updated as necessary. Although Area is better suited to determine all necessary updates, the following were noted:
 - i. Chapter 2, Page 4, Overtime Policy, conflicts with policy provided in a Comm-Net dated 8/26/2008 at 0831 hours (**Item 1**). Likewise, the SOP provides separate considerations for Air Operations and Coastal Division personnel when both are assigned to Coastal Division and overtime is filled by a single coordinator. The Coastal Division Overtime Coordinator should be contacted in these instances.
 - ii. Chapter 2, Page 20, Evidence Procedures, conflicts with policy provided in a Comm-Net dated 9/18/2008 at 0840 hours (**Item 2**).
 - iii. Chapter 2, Page 32, In-Custody Deaths, references the CHP 104, a form no longer in use. Revised policy is contained in GO 110.9 issued October 2006. The CHP 104 was replaced by the BCIA 713 and the CJ-11A which are both available in FormFlow (**Item 3**).
 - iv. Chapter 2, Page 33, Mentally Disoriented Persons, it may be helpful to note that the form currently in use is the MH 302 which can be obtained at <http://www.dmh.ca.gov/News/Publications/Forms/docs/MH302.pdf> (**Item 4**).
 - v. Chapter 5, Pages 1–2, Use of Cellular Telephones, was in conflict with GO 100.95 issued in October 2007 (**Item 5**).

2. LOCAL DIRECTIVES:

- a. Unremarkable

3. LIMITED DUTY ASSIGNMENTS:

- a. Unremarkable

4. OTHER PROCEDURES:

- a. Unremarkable

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA RESOURCE MANAGEMENT INSPECTION
EXCEPTIONS DOCUMENT

| | | |
|---------------------------------|-----------------------------|---------------------------------|
| COMMAND: Templeton | DIVISION: Coastal | CHAPTER: 2 Procedures |
| INSPECTED BY: Neumann | | DATE: 12/3/2008 |

-
5. OCCUPATIONAL SAFETY: Although not specifically listed on the evaluation checklist, compliance with review requirements of the Emergency Action Plan (EAP) and the Department's Injury and Illness Prevention Program (IIPP) were also checked.
- i. A random check of five personnel folders found several held CHP 712, *Employee Emergency Action Plan Review*, that were not signed annually (**Item 6**).
 - ii. As a reminder, the CHP 712A, *Injury and Illness Prevention Program Orientation and Review*, shall be signed when officers transfer into the office and receive IIPP training at the new command and whenever new information is added to the IIPP document.

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA RESOURCE MANAGEMENT INSPECTION
EXCEPTIONS DOCUMENT

| | | |
|---------------------------------|-----------------------------|---------------------------------|
| COMMAND: Templeton | DIVISION: Coastal | CHAPTER: 2 Procedures |
| INSPECTED BY: Neumann | | DATE: 12/3/2008 |

REQUIRED ACTION

1. AREA STANDARD OPERATING PROCEDURES (SOP)

- a. Area is encouraged to review its SOP to ensure all chapters are up to date. In particular, the five items addressed above require amendment.

2. LOCAL DIRECTIVES

- a. None

3. LIMITED DUTY ASSIGNMENTS

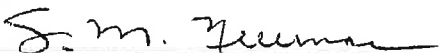
- a. None

4. OTHER PROCEDURES

- a. None

5. OCCUPATIONAL SAFETY

- a. Area shall ensure annual review of the Area's Emergency Action Plan (EAP). This review shall be documented on the CHP 712, *Employee Emergency Action Plan Review*.
- b. Area shall ensure that officers transferring into the office receive IIPP training at the new command and then document this training on Part 2 of the CHP 712A, *Injury and Illness Prevention Program Orientation and Review*. Annual refresher review is not required *per se*; however, training is required whenever new substances, processes, equipment, or procedures that represent a new hazard are introduced into the workplace, and whenever the commander is made aware of a new or previously unrecognized hazard. Such ongoing training shall be appropriately documented as a record of training (typically on the CHP 712A).

| | |
|---|--------------------------|
| LEAD INSPECTOR'S SIGNATURE  | DATE 2/24/2009 |
| RESPONDING COMMANDER'S SIGNATURE | DATE |

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

| | | |
|--|----------------------------|---------------------------|
| AREA SAN LUIS OBISPO | DIVISION COASTAL | NUMBER |
| EVALUATED BY FIELD OPERATIONS UNIT | | DATE 11/17/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | |
|--|--|--|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE |
| FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | COMMANDER'S REVIEW  |
| <input type="checkbox"/> Correction Report BY _____ | | DATE 2/27/08 |

1. AREA STANDARD OPERATING PROCEDURES (SOP)

| | | |
|-------------------------|-------------------------------|-------------------------|
| EVALUATED YES | ACTION REQUIRED YES | CORRECTED YES |
|-------------------------|-------------------------------|-------------------------|

- a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No
- b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No
- c. SOP available for review? ☒ Yes ☐ No
- (1) Is it current? ☐ Yes ☒ No
- (2) Are orders necessary? ☒ Yes ☐ No
- (3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No
- (4) Conflict between SOP and departmental policy? ☒ Yes ☐ No
- (5) Orders clear and concise? ☒ Yes ☐ No
- (6) Is table of contents current/effective? ☒ Yes ☐ No
- (7) Logical division of material? ☒ Yes ☐ No
- (8) What system is used to assure each Area employee has read SOP? **NEW EMPLOYEE'S REQUIRED TO READ THE SOP,**

WITH UPDATES DURING BRIEFING

- (9) Effective numbering and index system? ☒ Yes ☐ No
- (10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No
- (11) How are SOPs distributed? **BOTH ON-LINE AND AREA BINDERS.**

- (a) Are they readily available? ☒ Yes ☐ No

- (12) Who is responsible for review/revision? **CAPTAIN VAIL**

- (13) How often is SOP reviewed/updated? **SOP IS UPDATED AS REQUIRED.**

- (a) Is a suspense system in place? ☒ Yes ☐ No

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

| | | | |
|----------------------------|------------------|-----------------------|------------------|
| 2. LOCAL DIRECTIVES | EVALUATED YES | ACTION REQUIRED NO | CORRECTED Yes |
|----------------------------|------------------|-----------------------|------------------|

a. Other methods utilized by commander to provide written instructions to Area personnel? **BRIEFING ITEMS**

| | | | |
|------------------------------------|------------------|-----------------------|------------------|
| 3. LIMITED DUTY ASSIGNMENTS | EVALUATED YES | ACTION REQUIRED NO | CORRECTED Yes |
|------------------------------------|------------------|-----------------------|------------------|

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? **COURT DEPOSITION FILING, DIAGRAMS, MISC. ADMIN**

c. How many employees are currently on limited duty status? **1**

| | | | |
|----------------------------|------------------|-----------------------|----------------|
| 4. OTHER PROCEDURES | EVALUATED YES | ACTION REQUIRED NO | CORRECTED — |
|----------------------------|------------------|-----------------------|----------------|

a. What methods does Area use to report highway defects? **CONTACT SAN LUIS OBISPO COMMUNICATIONS CENTER WHO WILL ADVISE THE PROPER AGENCY TO RESPOND.**

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? **SGT'S ACCEPT COMPLAINT, PREPARE CHP 240B, LT.**

APPROVES COMPLAINT LETTER, OSS1 ISSUES COMPLAINT NUMBER ON LOG

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☐ Yes ☒ No

(4) What are the most common errors in complaint investigations?

c. What procedure is in place to handle traffic complaints?

d. How are employee absences reported/verified? **CALLS GO TO SUPERVISOR, LOGGED ON MASTER SCHEDULE.**

SUPERVISOR WILL FOLLOWUP WITH CONTACT.

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? **CAMERA ASSIGNED AT TIME OF BRIEFING.**

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
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(1) What type(s) of cameras are used? **DIGITAL**

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? **OFFICER**

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? **OFFICER PREPARES BRIEFING ITEM AND FORWARDS THE INFORMATION TO THE SAN LUIS**

OBISPO COMMUNICATIONS CENTER

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? **NOT RELEASED, ROSTER IS PROVIDED TO DIVISION AND IS ON-LINE FOR THE EMPLOYEE'S.**

(2) Who regularly receives Area rosters? **DIVISION, MANAGEMENT**

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? **OFFICER**

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? **OFFICERS ARE REQUIRED TO REVIEW THE AREA SOP, QUALIFY AT THE RANGE, OST/PMA CERTIFICATION, PLACED WITH AN FTO IF APPLICABLE.**

STATE OF CALIFORNIA
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n. Who is responsible for the review of reports submitted by field officers? **SGT'S AND COMMANDER**

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes ☐ No

(a) How is this accomplished? **PERSONAL CONTACT, STAFF MEETINGS**

o. Does Area have written guidelines for overtime usage and control?

☒ Yes ☐ No

(1) Are these controls effective?

☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes ☐ No

(4) Who may authorize overtime? **SGT'S AND MANAGEMENT**

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes ☐ No

(7) Who maintains court and subpoena logs? **OA**

(8) Are local controls sufficient to properly manage overtime?

☒ Yes ☐ No

(a) Is CTO held within proper limits?

☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes ☐ No

(d) Is the MAR signed by the commander?

☒ Yes ☐ No

**AN ELEMENT OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S ILLNESS AND INJURY PREVENTION PLAN (IIPP)
AND THE EMERGENCY ACTION PLAN (EAP).**

| | | |
|---|-----------------------------|--|
| COMMAND: San Luis Obispo | DIVISION: Coastal | CHAPTER: 2 Procedures/Orders |
| INSPECTED BY: Dabbs, Gomez, and Neumann | | DATE: 11/17/2008 |

INSPECTORS' FINDINGS

1. AREA STANDARD OPERATING PROCEDURES (SOP):

- a. The last revision to Area SOP was August 2005. Although Area is better suited to determine all necessary updates, the following were noted:
 - i. Chapter 13, Cellular Telephone Use Policy, was in conflict with GO 100.95 issued in October 2007 (**Item 1**).
 - ii. Chapter 26 and Annex 26-A, Death of Individuals In-Custody, references the CHP 104, a form no longer in use. Revised policy is contained in GO 110.9 issued October 2006. The CHP 104 was replaced by the BCIA 713 and the CJ-11A which are both available in FormFlow (**Item 2**).
 - iii. Chapter 32, Mentally Disturbed Persons, references the MH 1533, a form no longer in use. The current form is the MH 302 which can be obtained at <http://www.dmh.ca.gov/News/Publications/Forms/docs/MH302.pdf> (**Item 3**).

2. LOCAL DIRECTIVES:

- a. Unremarkable

3. LIMITED DUTY ASSIGNMENTS:

- a. Unremarkable

4. OTHER PROCEDURES:

- a. A review of the Area's 2008 CHP 240A, *Complaint Control Log*, revealed that the Department of Justice coding was missing on three complaints and the Category on one (**Item 4**).
- b. Although not specifically listed on the evaluation checklist, items pertaining to occupational safety were also reviewed.
 - i. The most current memorandum listing Command Occupational Safety Committee (COSC) members was dated November 2005. Many of the persons listed are no longer assigned to the Area (**Item 5**).
 - ii. The last COSC quarterly meeting minutes were from the fourth quarter of 2005 (**Item 6**).
 - iii. The last CHP 113A, *Safety Inspection Checklist*, on file was completed in July 2002 (**Item 7**).

STATE OF CALIFORNIA
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EXCEPTIONS DOCUMENT

| | | |
|---|-----------------------------|--|
| COMMAND: San Luis Obispo | DIVISION: Coastal | CHAPTER: 2 Procedures/Orders |
| INSPECTED BY: Dabbs, Gomez, and Neumann | | DATE: 11/17/2008 |

- iv. A random check of five personnel folders found that four held CHP 712, *Employee Emergency Action Plan Review*, with current review dates. The fifth had not been reviewed since 2003.
- v. A check of these same personnel folders found that only one held a CHP 712A, *Injury and Illness Prevention Program Orientation and Review*, with a current review date. The remaining four had no 712A in their folder.

STATE OF CALIFORNIA
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| | | |
|---|-----------------------------|--|
| COMMAND: San Luis Obispo | DIVISION: Coastal | CHAPTER: 2 Procedures/Orders |
| INSPECTED BY: Dabbs, Gomez, and Neumann | | DATE: 11/17/2008 |

REQUIRED ACTION

1. AREA STANDARD OPERATING PROCEDURES (SOP)

- a. Area is encouraged to review its SOP to ensure all chapters are up to date. In particular, the three items addressed above required amendment.

2. LOCAL DIRECTIVES

- a. None

3. LIMITED DUTY ASSIGNMENTS

- a. None

4. OTHER PROCEDURES

- a. Area shall update the SOSC membership memorandum in accordance with HPM 10.6, Chapter 2.
- b. Area shall ensure quarterly COSC meetings occur and that meeting minutes are prepared in a timely manner in accordance with HPM 10.6, Chapter 2.
- c. Area shall ensure that members of the COSC conduct semi-annual safety inspections and document their findings on the CHP 113A in accordance with HPM 10.6, Chapter 2.
- d. Area shall establish a process that ensures the annual review of the Emergency Action Plan (EAP) by all personnel and that the review is properly documented on the CHP 712. The CHP 712 shall also be completed and signed by each employee subsequent to initial orientation and whenever the plan is revised. This is in compliance with HPM 100.70, Chapter 14.
- e. Area shall establish a process that ensures the annual review of the Injury and Illness Prevention Program (IIPP) by all personnel and that the review is properly documented on the CHP 712A. The CHP 712A shall also be completed and signed by each employee subsequent to initial orientation and whenever the plan is revised. This is in compliance with the Department's IIPP, Chapter 3.

| | |
|---|-------------------------|
| LEAD INSPECTOR'S SIGNATURE  | DATE 1/2/2009 |
| RESPONDING COMMANDER'S SIGNATURE  | DATE 2/27/09 |

Department of California Highway Patrol
AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

Area
Santa Maria

Division
Coastal

Number

750-08-001

Evaluated By Sgt. M. Clare

Date Oct. 2008

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed in the Summary Statement. The Summary Statement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Summary can be handwritten if desired.

Type of Evaluation

☐ Formal

☒ Informal

Suspense Date

Follow-up Required

☐ Correction Report

☐ Yes ☒ No

by _____

Commander's Review

MZ Date 10/6/08

1. AREA STANDARD OPERATING
PROCEDURES (SOP)

Evaluated
☒

Action Required
☐

Corrected
☐

a. Does SOP contain only local procedures essential to Area?

☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP?

☐ Yes ☒ No

c. SOP available for review?

☒ Yes ☐ No

(1) Is it current?

☒ Yes ☐ No

(2) Are orders necessary?

☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy?

☒ Yes ☐ No

(4) Conflict between SOP and departmental policy?

☐ Yes ☒ No

(5) Orders clear and concise?

☒ Yes ☐ No

(6) Is table of contents current/effective?

☒ Yes ☐ No

(7) Logical division of material?

☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP?

(9) Effective numbering and index system?

☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names?

☒ Yes ☐ No

(11) How are SOPs distributed?

a. Are they readily available?

☒ Yes ☐ No

(12) Who is responsible for review/revision?

AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

(13) How often is SOP reviewed/updated?

(a) Is a suspense system in place?

☒ Yes ☐ No

2. LOCAL DIRECTIVES

Evaluated
☒

Action Required
☐

Corrected
☐

a. Other methods utilized by commander to provide written instructions to Area personnel?

3. LIMITED DUTY ASSIGNMENTS

Evaluated
☒

Action Required
☐

Corrected
☐

a. Commander and staff aware of contents of HPM 10.7, Chapter 9, relating to limited duty?

☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty?

c. How many employees are currently on limited duty status?

4. OTHER PROCEDURES

Evaluated
☒

Action Required
☐

Corrected
☐

a. What methods does Area use to report highway defects?

b. Are Area personnel aware of procedures in HPM 10.4?

☒ Yes ☐ No

(1) What procedure is followed for accepting citizen's complaints?

(2) Is there a system to identify complaint-generating behavior?

☒ Yes ☐ No

(3) Are complaints classified properly?

☒ Yes ☐ No

(4) What are most common errors in complaint investigations?

c. What procedure is in place to handle traffic complaints?

d. How are employee absences accepted/verified?

AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

| | | |
|--|---|-----------------------------|
| e. Is there a central listing of approved secondary employment requests? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Are supervisors aware of regulations in HPM 10.3, Chapter 14? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| f. How are cameras assigned? | | |
| (1) What type(s) of cameras are used? | | |
| (2) Are photos in file of good quality? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| g. Who is responsible for ambulance/tow truck inspections? | | |
| (1) Are inspections up-to-date? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (2) Is responsible employee knowledgeable in policies and regulations? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> |
| No | | |
| (3) Are random inspections conducted? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> |
| No | | |
| (4) Is Area in compliance with HPM 81.2, Chapter 7? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (5) How are officers and Communications Operators advised of tow trucks/ambulances that are removed from service? | | |
| | | |
| | | |
| h. Is there security for Area personnel rosters? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) What is Area policy regarding the release of personal telephone numbers and addresses? | | |
| | | |
| | | |
| (2) Who regularly receives Area rosters? | | |
| i. Has the Area established proper employer/employee relations? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Does commander show personal interest in dealing with the representative? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (2) Is there a bulletin board for employee association items? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| j. Are damaged uniform articles inspected and repaired/replaced? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| (1) Who coordinates inspection and/or disposal of unserviceable items? | | |
| | | |
| (2) If appropriate, are damages collected? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| k. Are vacation slots consistent with Area operational needs? | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |
| l. Is the Squad Club in compliance with departmental policy and other mandated requirements concerning records and accountability? | | |
| | <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No |

AREA MANAGEMENT EVALUATION
Chapter 2
AREA PROCEDURES AND LOCAL ORDERS

m. Is there a system in place to ensure accountability for directives? ☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives?

n. Who is responsible for the review of reports submitted by field officers?

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished?

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining agreements? ☒ Yes ☐ No

(3) Are CHP 415s complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime?

(5) Are CHP 90s completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in completing CHP 415s? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs?

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the MAR agree with CHP 415s? ☒ Yes ☐ No

(c) Do all CHP 415s have supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

COMMENTS

Area Management Evaluation
Chapter 2
Area Procedures and Local Orders
Evaluated October 2008

1.c.(8). New employees to the Area are shown the location of the physical copy of the Area SOP, as well as the online version. They sign an acknowledgement stating they have reviewed and are aware of the two locations of the SOP. The acknowledgement is reviewed annually during the employee evaluation. The review is documented in their personnel folder.

1.c.(11). One copy is maintained in the Area's office library and the master SOP is maintained on the Area LAN.

1.(12). Sergeant M. Clare, #12426, is responsible for the review and revision of the SOP.

1.c.(13). The SOP is reviewed annually, in January, by Sergeant Clare and updated as needed.

1.c.(13)(a). There is a posted task on the GroupWise 750 calendar to remind Area management of the review.

2.a. The Area Commander utilizes briefing items to provide written instructions to Area personnel.

3.b. Administrative duties - which include answering telephones, filing reports, updating required information (EAP, EOP, etc.), answering questions from the public at the front desk and helping the special duty officers with their assignments.

3.c. None as of October 3, 2008.

4.a. Highway defects are reported to Caltrans and County Roads by way of the San Luis Obispo CHP Communication Center. When a defect is reported by an officer, the Dispatcher inquires if immediate notification is needed or if the problem can be reported during normal work hours to Caltrans or County Roads.

4.b.(1). Area personnel refer all citizens' complaints to the sergeants. Citizens' complaints are then accepted by Area sergeants. If a sergeant is unavailable the Area Commander will accept the complaint. Electronically filed (via Internet website) complaints automatically go to the commander for review and assignment.

4.b.(4). Currently, Area has had only three citizens' complaints for 2008. There was only one in 2007, and that one was rescinded. No common errors were discovered based on a review of complaints for the past three years.

4.c. Traffic complaints are accepted by the front desk or the special duty officers. They are assigned a number, and then given to the sergeants who assign them to

Area Management Evaluation
Chapter 2
Area Procedures and Local Orders
Evaluated October 2008

officers working the area where the problem exists. Sergeant Clare maintains a binder with all of the traffic complaints. There is a running log in the front office to track the complaint numbers.

4.d. Officers and non-uniform employees unable to report for work due to illness know to contact the on-duty supervisor, the Area office, or San Luis Obispo Communication Center at the first opportunity. Area supervision verifies sick leave through personal contact with the sick employee.

4.f. Officers are generally using their own cameras. If an Area camera is taken out it is logged on the daily beat assignment sheet.

4.f.(1). Digital cameras are used exclusively. Area has two point-and-shoot digital cameras for use by patrol officers. There are also two professional digital camera setups (Canon Eos Rebel Xti with Canon Speed Flash). One is always in the sergeants' patrol vehicle and there is one available for field use by officers. These cameras have external flashes, are programmable, and produce professional quality images.

4.g. Special Duty Officer J. Chenoweth, #14449, is responsible for the Area's ambulance / tow truck inspections.

4.g.(5). When a tow truck or ambulance is removed or suspended from service, the officers are notified via briefing item. The communication center is notified by initially by telephone and/or e-mail, followed up by a memorandum.

4.h.(1). Employee telephone numbers and addresses are kept in confidence and never released to the public.

4.h.(2). Each employee, Division, and the San Luis Obispo Communication Center receives an Area roster.

4.j.(1). Damaged or unserviceable items are inspected by Area sergeants. When an item is to be disposed of, Special Duty Officer G. Lopez, #10195, completes the paperwork and carries out the destruction order.

4.m.(1). When an employee returns to work from a vacation or prolonged absence they are instructed to review the Area's briefing book to get themselves up to date on directives. The officers initial each briefing item for verification.

4.n. Collision reports are initially reviewed by the Area's Accident Review Officer, D. McIntosh, #10121. Certain reports (fatal, high profile, etc.) will also be reviewed

Area Management Evaluation
Chapter 2
Area Procedures and Local Orders
Evaluated October 2008

by a sergeant and/or the commander. All CHP 202 and 216 reports are reviewed and signed by the sergeants, then are forwarded to the Court Officer.

4.n.(1).(a). Supervisors are made aware of superior or deficient reports by either direct contact with the Accident Review Officer or by a collision review slip.

4.o. The Area SOP requires officers to advise the on-duty supervisor of unscheduled shift overtime. Sergeants log all shift overtime on an Excel spreadsheet. The use of a spreadsheet allows management to analyze overtime usage easily.

4.o.(4). The Area Commander and sergeants authorize overtime.

4.o.(7). The Area's Court Officer, Officer G. Lopez.

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AREA MANAGEMENT EVALUATION
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7 453B (Rev. 8-07) OPI 009 *CH. 2*

| | | |
|-----------------------|----------|------------|
| AREA | DIVISION | NUMBER |
| SANTA MARIA | COASTAL | 750-08-001 |
| EVALUATED BY | | DATE |
| FIELD OPERATIONS UNIT | | 11/5/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--|----------------------------|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | <input type="checkbox"/> Correction Report BY _____ | COMMANDER'S REVIEW DATE |

| | | | |
|--|------------------|-----------------------|-----------|
| 1. AREA STANDARD OPERATING PROCEDURES (SOP) | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|--|------------------|-----------------------|-----------|

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☒ Yes ☐ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? ALL NEW EMPLOYEE'S ARE REQUIRED TO REVIEW

THE AREA'S SOP. ALL CHANGES/ADDITIONS ARE BRIEFED TO EACH EMPLOYEE.

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? SOP IS ON-LINE FOR EACH EMPLOYEE'S REVIEW

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? SGT. CLARE

(13) How often is SOP reviewed/updated? AS NEEDED. SOP HAS RECENTLY BEEN UPDATED

(a) Is a suspense system in place? ☒ Yes ☐ No

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DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
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| | | | |
|----------------------------|-----------|-----------------|-----------|
| 2. LOCAL DIRECTIVES | EVALUATED | ACTION REQUIRED | CORRECTED |
| | YES | NO | |

a. Other methods utilized by commander to provide written instructions to Area personnel? E-MAIL, BRIEFING ITEMS

| | | | |
|------------------------------------|-----------|-----------------|-----------|
| 3. LIMITED DUTY ASSIGNMENTS | EVALUATED | ACTION REQUIRED | CORRECTED |
| | YES | NO | |

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? CLERICAL TYPE DUTIES

c. How many employees are currently on limited duty status? 0

| | | | |
|----------------------------|-----------|-----------------|-----------|
| 4. OTHER PROCEDURES | EVALUATED | ACTION REQUIRED | CORRECTED |
| | YES | NO | |

a. What methods does Area use to report highway defects? OFFICERS CONTACT THE SAN LUIS OBISPO COMMUNICATIONS CENTER WHO IN TURN CONTACT THE APPROPRIATE AGENCY.

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? AREA SUPERVISORS RECEIVE THE COMPLAINTS AND UPDATE THE CHP 240 LOG. THESE PROCEDURES ARE NOTED IN CHAPTER 5 OF THE AREA'S SOP

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☒ Yes ☐ No

(4) What are the most common errors in complaint investigations? NONE

c. What procedure is in place to handle traffic complaints? AREA HAS A SPECIFIC FORM, THE INFORMATION IS LOGGED, ASSIGNED TO A BEAT OFFICER FOR DISPOSITION, THEN NOTED IN THE TRAFFIC COMPLAINT LOG.

d. How are employee absences reported/verified? ABSENCES ARE FOLLOWED UP BY A SUPERVISOR.

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? ASSIGNED AS NEEDED TO THE BEAT OFFICER

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(1) What type(s) of cameras are used? DIGITAL CAMERA

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? OFFICER CHENOWETH

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? THESE INCIDENTS ARE BRIEFED AND INFORMATION IS SENT TO THE DISPATCH CENTER.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? EVERY MONTH THE INFORMATION IS UPDATED AND DISTRIBUTED TO THE LIEUTENANT, SUPERVISORS AND STAFF WITH A COPY TO THE SAN LUIS OBISPO DISPATCH AND COASTAL DIVISION.

(2) Who regularly receives Area rosters? REFER TO ABOVE.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER CHENOWETH

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☐ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? EMPLOYEE'S ARE DIRECTED TO REVIEW THE AREA'S SOP, BRIEFING ITEMS AND IF APPLICABLE ARE ASSIGNED TO ANOTHER OFFICER FOR UPDATED TRAINING.

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n. Who is responsible for the review of reports submitted by field officers? AREA SUPERVISORS

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? STAFF MEETINGS

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? MANAGER/SUPERVISOR/OIC

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? OSS1

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

A PORTION OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S INJURY AND ILLNESS PREVENTION PLAN (IIPP) AND THE EMERGENCY ACTION PLAN (EAP).

UPON REVIEW, IT WAS FOUND THE IIPP WERE COMPLETED AS REQUIRED.

On November 5, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Santa Maria Area's SOP was found to be up to date at the time of this inspection. Updates for the SOP are briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

- a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the San Luis Obispo Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been completed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. Officer Chenoweth is responsible for the ambulance/tow truck inspections. All inspections were found to be in compliance with departmental policy and the TSA agreement. Random inspections were completed during the month of September.

- h. The Area understands the importance of confidentiality as it relates to the personnel rosters as it is on-line only accessible to Area personnel.
- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training policies.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) The Santa Maria Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
(8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan and the Emergency Action Plan (EAP). Both were found to be current.

Memorandum

C O N F I D E N T I A L

Date: November 7, 2008

To: Santa Maria Area

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Coastal Division

File No.: 701.9761.12819

Subject: CHAPTER 2 AND CHAPTER 17 INSPECTIONS, SANTA MARIA AREA

The attached report documents the Chapter 2 and Chapter 17 Inspection conducted November 5, 2008. The chapter inspection identified two issues that warrant attention on your part. You have 30 days to address the two recommended follow-up items and submit a memorandum to Coastal Division describing what action has been taken, no later than December 10, 2008.



G. FIEF
Assistant Chief

Attachments

Safety, Service, and Security

M e m o r a n d u m**C O N F I D E N T I A L**

Date: November 7, 2008

To: Coastal Division

From: **DEPARTMENT OF CALIFORNIA HIGHWAY PATROL**
Coastal Division

File No.: 701.12819

Subject: FORMAL CHAPTER 2 AND CHAPTER 17 INSPECTION SUMMARY-
SANTA MARIA AREA

The attached report documents the recent Chapter 2, Area procedures and Local Orders, and the Chapter 17, Officer Safety inspection conducted on November 5, 2008, at the Santa Maria Area office. The evaluation identified two issues which warrant attention.

1. The first issue being the Area was deficient with required pistol, shotgun and rifle qualifying shoots as outlined in HPM 70.8, 3-1.
2. The final issue identified was 311 inspections not being completed as required, per HPM 11.2, 10-1.



K. D. KRUSE
Sergeant

Attachments

Safety, Service, and Security

CHAPTER 10

REVISED NOVEMBER 2005

POLICE PROTECTIVE AND SAFETY EQUIPMENT – UNIFORMED EMPLOYEES

1. POLICY. It is the policy of this Department to adhere to and enforce all applicable provisions of the California Vehicle Code, California Labor Code, California Government Code, and the Administrative Regulations of California Occupational Safety and Health Administration (Cal-OSHA) pertaining to the health and safety of all employees.
2. PURPOSE. The purpose of this chapter is to provide clarification regarding safety and police protective equipment (PPE) issued to uniformed employees
3. DEFINITIONS.
 - a. Equipment. In this chapter, the words "equipment" and "item" are used interchangeably to cover all PPE and safety equipment issued to uniformed employees.
 - b. Police Protective Equipment. Equipment or work attire used by law enforcement personnel for the purpose of protecting themselves or the public from overt actions of others or to assist in performing related duties.
 - c. Safety Equipment. Equipment or attire worn over, in place of, or in addition to, regular clothing which is necessary to protect the employee's health and welfare.
4. RESPONSIBILITIES.
 - a. Commander's Responsibility. Each commander shall be responsible for issuing, inspecting and replacing all PPE, safety equipment, and work equipment assigned to uniformed employees within his/her command. Inspection and accounting of uniformed safety equipment/PPE shall be conducted in conjunction with the employee's annual Performance Appraisal (CHP 118) and documented on the CHP 311, Annual Safety/Protective Equipment Inspection form which is contained in the Employee Training Records System (ETRS) computer network application. Inspection Procedures are outlined in Annex 10-A.
 - b. Employee's Responsibility. Employees shall be responsible for all assigned equipment, maintaining it in a condition which meets departmental standards.

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| | | |
|---------------------------------------|---------------------|--------------------|
| AREA BUELLTON | DIVISION COASTAL | NUMBER |
| EVALUATED BY FIELD OPERATIONS UNIT | | DATE 10/22/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--------------------|------|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | COMMANDER'S REVIEW | DATE |
| BY _____ | | | |

1. AREA STANDARD OPERATING PROCEDURES (SOP)

| | | |
|------------------|-----------------------|-----------|
| EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|------------------|-----------------------|-----------|

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? NEW EMPLOYEE'S REQUIRED TO READ THE SOP

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? BOTH ON-LINE AND AREA BINDERS. 2 IN PLACE, COMMANDERS AND FRONT OFFICE LIBRARY.

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? SGT. T. MULLEN. SGT. MULLEN PROVIDES WRITTEN NOTIFICATION OF THE CHANGE

(13) How often is SOP reviewed/updated? SOP IS UPDATED QUARTERLY OR WHEN REQUIRED.

(a) Is a suspense system in place? ☒ Yes ☐ No

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| | | | |
|----------------------------|-----------|-----------------|-----------|
| 2. LOCAL DIRECTIVES | EVALUATED | ACTION REQUIRED | CORRECTED |
| | YES | NO | |

a. Other methods utilized by commander to provide written instructions to Area personnel? E-MAILS, BRIEFING ITEMS, AREA BULLETIN BOARD

| | | | |
|------------------------------------|-----------|-----------------|-----------|
| 3. LIMITED DUTY ASSIGNMENTS | EVALUATED | ACTION REQUIRED | CORRECTED |
| | YES | NO | |

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? FRONT DESK, FILING, ANSWERING OF PHONES

c. How many employees are currently on limited duty status? 1

| | | | |
|----------------------------|-----------|-----------------|-----------|
| 4. OTHER PROCEDURES | EVALUATED | ACTION REQUIRED | CORRECTED |
| | YES | NO | |

a. What methods does Area use to report highway defects? CONTACT SAN LUIS OBISPO COMMUNICATIONS CENTER WHO WILL ADVISE THE PROPER AGENCY TO RESPOND.

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? SGT'S ACCEPT COMPLAINT, PREPARE CHP 240B.

COMMANDER APPROVES COMPLAINT LETTER, OSS1 ISSUES COMPLAINT NUMBER ON LOG

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☒ Yes ☐ No

(4) What are the most common errors in complaint investigations? NONE

c. What procedure is in place to handle traffic complaints? AREA GENERATED FORM IS COMPLETED AND ASSIGNED BY THE SHIFT SGT. FOR FOLLOW UP.

d. How are employee absences reported/verified? CALLS GO TO SUPERVISOR, LOGGED ON MASTER SCHEDULE. SUPERVISOR WILL FOLLOWUP WITH CONTACT.

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? CAMER'A ASSIGNED AT TIME OF BRIEFING.

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(1) What type(s) of cameras are used? DIGITAL

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? OFFICER S. FULMER

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? OFFICER PREPARES BRIEFING ITEM AND FORWARDS THE INFORMATION TO THE SAN LUIS

OBISPO COMMUNICATIONS CENTER

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? NOT RELEASED, ROSTER IS

PROVIDED TO DIVISION AND IS ON-LINE FOR THE EMPLOYEE'S.

(2) Who regularly receives Area rosters? DIVISION, MANAGEMENT

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER HERNANDEZ

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? OFFICERS ARE

REQUIRED TO REVIEW THE AREA SOP, QUALIFY AT THE RANGE, OST/PMA CERTIFICATION, PLACED WITH AN FTO IF APPLICABLE.

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n. Who is responsible for the review of reports submitted by field officers? SGT'S AND COMMANDER

(1) Are supervisors made aware of superior or deficient reports?

☒ Yes ☐ No

(a) How is this accomplished? PERSONAL CONTACT, STAFF MEETINGS

o. Does Area have written guidelines for overtime usage and control?

☒ Yes ☐ No

(1) Are these controls effective?

☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements?

☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate?

☒ Yes ☐ No

(4) Who may authorize overtime? SGT'S AND MANAGEMENT

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner?

☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record?

☒ Yes ☐ No

(7) Who maintains court and subpoena logs? OA PEGGY COTA

(8) Are local controls sufficient to properly manage overtime?

☒ Yes ☐ No

(a) Is CTO held within proper limits?

☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record?

☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature?

☒ Yes ☐ No

(d) Is the MAR signed by the commander?

☒ Yes ☐ No

AN ELEMENT OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S ILLNESS AND INJURY PREVENTION PLAN (IIPP) AND THE EMERGENCY ACTION PLAN (EAP). UPON INSPECTION, IT WAS FOUND THE AREA WAS IN COMPLIANCE. 4 EMPLOYEES WERE ASKED IF THEY HAD KNOWLEDGE OF THE IIPP AND EAP. ALL 4 EMPLOYEES EXPRESSED THERE KNOWLEDGE.

On October 22, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Buellton Area's SOP was found to have been completely revised (September 2008) at the time of this inspection and available for each employee's review either on-line or binders. Updates for the SOP are briefed during shift changes and e-mailed to all employees. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

- a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the San Luis Obispo Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been completed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. The Area conforms to departmental policy relating to the inspections of tow trucks/ambulances and assures each required company conforms to the provisions of the tow truck agreement (TSA).

- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.
- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training policies.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) The Buellton Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
(8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) and the Emergency Action Plan (EAP). It was found both program plans were up to date and contained the required information. It was further noted the Area ensures all employees are familiar with these plans as the Area has developed a comprehensive outline provided to each employee during the CHP 118 process. Four employees were asked as to there specific knowledge of both programs. All four employees were able to advise of each program.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

| | | |
|---------------------------------------|---------------------|--------------------|
| AREA 760 | DIVISION COASTAL | NUMBER |
| EVALUATED BY FIELD OPERATIONS UNIT | | DATE 09/10/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--|--------------------------------|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | | <input type="checkbox"/> Correction Report BY _____ | COMMANDER'S REVIEW DATE |

| | | | |
|---|------------------|-----------------------|-----------|
| AREA STANDARD OPERATING PROCEDURES (SOP) | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|---|------------------|-----------------------|-----------|

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☐ Yes ☒ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? AREA HAS CHECKLIST CERTIFYING EACH

EMPLOYEE'S REVIEW OF THE SOP

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? E-MAIL AND ONLINE

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? SERGEANT M. DAWSON

(13) How often is SOP reviewed/updated? AS REQUIRED

(a) Is a suspense system in place? ☒ Yes ☐ No

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

| LOCAL DIRECTIVES | EVALUATED | ACTION REQUIRED | CORRECTED |
|------------------|-----------|-----------------|-----------|
| | YES | NO | |

a. Other methods utilized by commander to provide written instructions to Area personnel? BRIEFINGS/TRAINING DAYS/STAFF

MEETINGS/OPEN LINES OF COMMUNICATIONS

| LIMITED DUTY ASSIGNMENTS | EVALUATED | ACTION REQUIRED | CORRECTED |
|--------------------------|-----------|-----------------|-----------|
| | YES | NO | |

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? SHREDDING DUTIES, ANSWERING TELEPHONES, FILING, COPYING, FRONT DESK DUTIES.

c. How many employees are currently on limited duty status? CURRENTLY NO EMPLOYEE'S ARE ON LIMITED DUTY STATUS

| OTHER PROCEDURES | EVALUATED | ACTION REQUIRED | CORRECTED |
|------------------|-----------|-----------------|-----------|
| | YES | NO | |

a. What methods does Area use to report highway defects? ARE DEVELOPED FORM, CONTACT DISPATCH WHO WOULD NOTIFY THE APPROPRIATE AGENCY.

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? SGT'S ARE CONTACTED, ACCEPT THE COMPLAINT, SEND THE APPROPRIATE FORMS AND NOTIFY MANAGEMENT.

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☒ Yes ☐ No

(4) What are the most common errors in complaint investigations? N/A

c. What procedure is in place to handle traffic complaints? ARE PROGRAM CALLED THE "VIPER PROGRAM." VEHICLE INTERDICTION PROGRAM, PROVIDING EDUCATION, AND POLICY FOR THE REMOVAL OF ABANDONED VEHICLES.

d. How are employee absences reported/verified? ALL ABSENCES ARE DOCUMENTED ON THE SGT'S LOG, IF CONTINUING ISSUE, DEPARTMENT POLICY IS ADHERED TO AS PERSONAL VISITS BY THE SUPERVISOR MAYBE REQUIRED.

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? ASSIGNED BY THE SHIFT SGT. OR OIC

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? DIGITAL

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? OFFICER MEZA

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? WITH MANAGEMENT CONCURRENCE, A MEMORANDUM IS PREPARED AND BRIEFED TO ALL

OFFICERS. INFORMATION SENT TO THE LOCAL DISPATCH CENTER.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? NOT RELEASED. AREA MANAGERS, SUPERVISORS AND DIVISION OBTAIN COPIES. OFFICERS AND CLERICAL ARE ABLE TO OBTAIN THE INFORMATION ONLINE.

(2) Who regularly receives Area rosters? REFER TO ABOVE

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER WILLIAMS

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? ALL EMPLOYEE'S ARE REQUIRED TO REVIEW THE SOP, UNIFORMED ARE ALSO REQUIRED TO QUALIFY IN SHOOTING, PMA/OST, COMMENTARY DRIVING, REVIEW SROVT'S, AND QUARTERLY TRAINING ITEMS. IF APPLICABLE, UNIFORMED EMPLOYEE'S ARE ASSIGNED TO AN FTO.

n. Who is responsible for the review of reports submitted by field officers? SERGEANTS AND MANAGERS

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? SHIFT SUPERVISORS REVIEW THE REPORTS, IDENTIFIED DURING STAFF MEETINGS AND CONTACT WITH MANAGERS.

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? SERGEANTS AND MANAGERS

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? OFFICE TECH.

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

AN ELEMENT OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S ILLNESS AND INJURY PREVENTION PLAN (IIPP) AND THE EMERGENCY ACTION PLAN (EAP). UPON INSPECTION, IT WAS FOUND THE AREA WAS IN COMPLIANCE. 6 EMPLOYEES WERE ASKED IF THEY HAD KNOWLEDGE OF THE IIPP AND EAP. ALL 6 EMPLOYEES EXPRESSED THERE KNOWLEDGE.

On September 10, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Santa Barbara Area's SOP was found to have been completely revised at the time of this inspection and available for each employee's review either on-line or binders. Updates for the SOP are briefed during shift changes and e-mailed to all employees. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

- a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Ventura Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been completed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. The Area conforms to departmental policy relating to the inspections of tow trucks/ambulances and assures each required company conforms to the provisions of the tow truck agreement (TSA).

- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.
- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training policies.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) Santa Barbara Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
(8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) and the Emergency Action Plan (EAP). It was found both program plans were up to date and contained the required information. It was further noted the Area ensures all employees are familiar with these plans as several briefing items and posted informational items were located throughout the Area office. Six employees were asked as to their specific knowledge of both programs. All six employees were able to advise of each program.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

| | | |
|---|------------------------------|--------------------|
| AREA 765 | DIVISION Coastal Division | NUMBER |
| EVALUATED BY K. Kruse, J. Orlett, J. Gomez | | DATE 07/30/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--------------------|-----------------------|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | COMMANDER'S REVIEW | |
| <input type="checkbox"/> Correction Report | | DATE | |
| BY | | EVALUATED Yes | ACTION REQUIRED No |
| CORRECTED | | | |

1. AREA STANDARD OPERATING PROCEDURES (SOP)

- | | |
|--|---|
| a. Does SOP contain only local procedures essential to Area? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. Conflicts between Division SOP and Area SOP? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| c. SOP available for review? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) Is it current? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (2) Are orders necessary? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Does SOP provide reference to, yet avoid duplication of departmental policy? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (4) Conflict between SOP and departmental policy? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| (5) Orders clear and concise? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (6) Is table of contents current/effective? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (7) Logical division of material? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (8) What system is used to assure each Area employee has read SOP? All transfer and new employee's are required to read the Area's SOP. The SOP is on-line and available to each employee. Updates are briefed and posted. Orientation check sheet utilized | |
| (9) Effective numbering and index system? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (10) Position descriptions utilized in place of individual names? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| (11) How are SOPs distributed? The Area's SOP is on-line for review by each employee | |
| (a) Are they readily available? | |
| (12) Who is responsible for review/revision? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| Sergeant Graneri | |
| (13) How often is SOP reviewed/updated? | |
| As needed | |
| (a) Is a suspense system in place? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |

STATE OF CALIFORNIA
DEPARTMENT OF CALIFORNIA HIGHWAY PATROL
AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS
CHP 453B (Rev. 8-07) OPI 009

| LOCAL DIRECTIVES | EVALUATED Yes | ACTION REQUIRED No | CORRECTED |
|---|------------------|------------------------|---|
| a. Other methods utilized by commander to provide written instructions to Area personnel? Briefings, Area training days, e-mail, posted in Area for all employee's to view. | | | |
| 3. LIMITED DUTY ASSIGNMENTS | EVALUATED Yes | ACTION REQUIRED No | CORRECTED |
| a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. What types of duties are assigned to those on limited duty? Front desk duties, answering telephones, filing. | | | |
| c. How many employees are currently on limited duty status? 1 | | | |
| 4. OTHER PROCEDURES | EVALUATED Yes | ACTION REQUIRED Yes | CORRECTED |
| a. What methods does Area use to report highway defects? Contact is made to the Ventura Dispatch Center. The Dispatch Center then contacts the appropriate agency. | | | |
| b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) What procedure is followed for receiving citizen's complaints? Supervisors follow the procedures per HPM 10.4. | | | |
| (2) Is there a system to identify complaint-generating behavior? | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Are complaints classified properly? | | | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (4) What are the most common errors in complaint investigations? Format errors from new Sergeants. | | | |
| c. What procedure is in place to handle traffic complaints? Area has a specific form which is assigned to the COPS Officer for follow-up. | | | |
| d. How are employee absences reported/verified? The employee contacts the on-duty Sergeant or OIC. If a pattern exists, the Area may make a call to the employee to verify the absence. | | | |
| e. Is there a central listing of employees with approved secondary employment requests? | | | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| (1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? | | | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| f. How are cameras assigned? Assigned at briefings | | | |

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

(1) What type(s) of cameras are used? Digital

(2) Are photos in file of good quality?

☒ Yes☐ No

g. Who is responsible for ambulance/tow truck inspections? Officer R. Erickson, #13555

(1) Are inspections up-to-date?

☒ Yes☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes☐ No

(3) Are random inspections conducted?

☒ Yes☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? Officer prepares documentation per policy and the TSA. Letter is then sent to the operator upon the review of Coastal Division.

h. Is there security for Area personnel rosters?

☒ Yes☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? On-line. Personnel understand that the Area personnel roster is confidential.

(2) Who regularly receives Area rosters? Only Area personnel and Coastal Division

i. Has the Area established proper employer/employee relations?

☒ Yes☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? Officer Tyson Lominack prepares the memorandum and ensures the proper transportation to headquarters.

(2) If appropriate, are damages collected?

☒ Yes☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☒ Yes☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes☐ No

(1) How are employees returning from extended absences provided updated information from directives? Area ensures that all employee's returning from extended absences review the briefing items and are updated on misc. training.

AREA MANAGEMENT EVALUATION**AREA PROCEDURES AND LOCAL ORDERS**

CHP 453B (Rev. 8-07) OPI 009

Who is responsible for the review of reports submitted by field officers? Area Sergeant's are the initial reviewers of all documents.

Management reviews all sensitive documentation.

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? Supervisors are the first to review all reports. This is discussed at briefings and staff meetings.

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? The overtime coordinator for voluntary overtime/Supervisors for all other overtime issues.

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☐ Yes ☒ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? The court officer and clerical personnel.

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☐ Yes ☒ No

Refer to narrative:

During the inspection, the Injury and Illness Protection Plan (IIPP), Emergency Operation Plan (EOP) and the Emergency Action Plan (EAP) were inspected. It was found that the IIPP required updates as the references in the Annex's were invalid. (Refer to Item #5).

Upon further review, it was noted the Area's EAP required update to the emergency contacts. (Refer to Item #6).

On July 30, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Ventura Area's SOP was found to be on-line for the entire command to review. Updates for the SOP are sent to each employee via e-mail and briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

- a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Ventura Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has incomplete entries. **Refer to Item #1.**
- e. A check on the Area's secondary employment listing failed to reveal a log as required per HPM 10.3, Chapter 14. **Refer to Item #2.**
- g. The Area follows proper policy and procedure related to ambulance/tow truck inspections. A review of the tow complaints noted the tow officer had properly documented each case.
- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.

- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training policies.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) Ventura Area needs to ensure that CHP 90s, Report of Court appearance is submitted in a timely fashion. **Refer to Item #3.**
(8) Commander to ensure the MAR is signed on a monthly basis.
Refer to item #4.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan. Upon review, it was noted the last update was July 2007. The binder further had several Annex's directing to specific units, however; those missing documents were not located at the time of this inspection. Out of 12 uniformed and non-uniformed personnel, asked about the IIPP, it was noted only 3 were aware of the program and contents of the binder. **Refer to Item #5.**

Upon inspection of the Area's Emergency Action Plan (EAP), it was found the Area's emergency response personnel contact listing located in ANNEX F required updating. **Refer to Item #6.**

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

| | | |
|---------------------------------------|---------------------|--------------------|
| AREA MOORPARK | DIVISION COASTAL | NUMBER |
| EVALUATED BY FIELD OPERATIONS UNIT | | DATE 10/28/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--|------|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | <input type="checkbox"/> Correction Report BY _____ | |
| | | COMMANDER'S REVIEW | DATE |

| | | | |
|---|------------------|-----------------------|-----------|
| AREA STANDARD OPERATING PROCEDURES (SOP) | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|---|------------------|-----------------------|-----------|

a. Does SOP contain only local procedures essential to Area? ☒ Yes ☐ No

b. Conflicts between Division SOP and Area SOP? ☒ Yes ☐ No

c. SOP available for review? ☒ Yes ☐ No

(1) Is it current? ☒ Yes ☐ No

(2) Are orders necessary? ☒ Yes ☐ No

(3) Does SOP provide reference to, yet avoid duplication of departmental policy? ☒ Yes ☐ No

(4) Conflict between SOP and departmental policy? ☐ Yes ☒ No

(5) Orders clear and concise? ☒ Yes ☐ No

(6) Is table of contents current/effective? ☒ Yes ☐ No

(7) Logical division of material? ☒ Yes ☐ No

(8) What system is used to assure each Area employee has read SOP? ALL NEW EMPLOYEE'S ARE REQUIRED TO REVIEW

THE AREA'S SOP. ALL CHANGES/ADDITIONS ARE BRIEFED TO EACH EMPLOYEE.

(9) Effective numbering and index system? ☒ Yes ☐ No

(10) Position descriptions utilized in place of individual names? ☒ Yes ☐ No

(11) How are SOPs distributed? SOP IS ON-LINE FOR EACH EMPLOYEE'S REVIEW

(a) Are they readily available? ☒ Yes ☐ No

(12) Who is responsible for review/revision? SGT. LANGFORD

(13) How often is SOP reviewed/updated? AS NEEDED. SOP HAS RECENTLY BEEN UPDATED

(a) Is a suspense system in place? ☒ Yes ☐ No

REA MANAGEMENT EVALUATION
REA PROCEDURES AND LOCAL ORDERS

HP 453B (Rev. 8-07) OPI 009

| LOCAL DIRECTIVES | EVALUATED | ACTION REQUIRED | CORRECTED |
|------------------|-----------|-----------------|-----------|
| | YES | NO | |

a. Other methods utilized by commander to provide written instructions to Area personnel? E-MAIL, BRIEFING ITEMS

| LIMITED DUTY ASSIGNMENTS | EVALUATED | ACTION REQUIRED | CORRECTED |
|--------------------------|-----------|-----------------|-----------|
| | YES | NO | |

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? CLERICAL TYPE DUTIES

c. How many employees are currently on limited duty status? 0

| OTHER PROCEDURES | EVALUATED | ACTION REQUIRED | CORRECTED |
|------------------|-----------|-----------------|-----------|
| | YES | NO | |

a. What methods does Area use to report highway defects? OFFICERS CONTACT THE VENTURA COMMUNICATIONS CENTER WHO IN TURN CONTACT THE APPROPRIATE AGENCY.

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? AREA SUPERVISORS RECEIVE THE COMPLAINTS AND UPDATE THE CHP 240 LOG. THESE PROCEDURES ARE NOTED IN CHAPTER 5 OF THE AREA'S SOP

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☒ Yes ☐ No

(4) What are the most common errors in complaint investigations? PROOF READING

c. What procedure is in place to handle traffic complaints? PER THE AREA SOP, CHAPTER 5, THE AREA PAO OFFICER GEORGE MYERS PREPARES THE TRAFFIC COMPLAINTS, LOGS IT IN AND ASSIGNS IT TO A ROBERT UNIT FOR DISPOSITION.

d. How are employee absences reported/verified? ABSENCES ARE FOLLOWED UP BY A SUPERVISOR.

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? ASSIGNED AS NEEDED

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

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(1) What type(s) of cameras are used? DIGITAL CAMERA

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? OFFICER S. CLARKSON

(1) Are inspections up-to-date?

☒ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☒ Yes ☐ No

(3) Are random inspections conducted?

☒ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☒ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? OFFICER CLARKSON PREPARES DOCUMENTATION, SENDS TO THE DISPATCH CENTERS AND BRIEFS TO ALL EMPLOYEE'S.

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? EVERY MONTH THE INFORMATION IS UPDATED AND DISTRIBUTED TO THE LIEUTENANT, SUPERVISORS AND SPECIAL DUTY STAFF WITH A COPY TO THE VENTURA DISPATCH AND COASTAL DIVISION.

(2) Who regularly receives Area rosters? REFER TO ABOVE.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? SPECIAL DUTY

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☐ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? EMPLOYEE'S ARE DIRECTED TO REVIEW THE AREA'S SOP, BRIEFING ITEMS AND IF APPLICABLE ARE ASSIGNED TO ANOTHER OFFICER FOR UPDATED TRAINING.

n. Who is responsible for the review of reports submitted by field officers? AREA SUPERVISORS

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? STAFF MEETINGS

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? MANAGER/SUPERVISOR/OIC

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? COURT OFFICER, MACINTOSH

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

PORTION OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S INJURY AND ILLNESS PREVENTION PLAN (IIPP) AND THE EMERGENCY ACTION PLAN (EAP).

UPON REVIEW, IT WAS FOUND THE IIPP REQUIRED UPDATING. SPECIFICALLY, THE ADDITION OF THE 2008 OCCUPATIONAL SAFETY COMMITTEE MEMBERS, AND THE INCLUSION OF THE 2008 OCCUPATIONAL AREA SAFETY GOALS. ADDITIONALLY, 4 EMPLOYEE'S WERE ASKED OF THERE KNOWLEDGE OF THE IIPP, ALL 4 EMPLOYEE'S WERE AWARE OF THE PROGRAM.

THE MOORPARK AREA'S EAP WAS REVIEWED AND FOUND THE EMERGENCY CONTACT INFORMATION REQUIRED UPDATING. REFER TO ITEM #2.

On October 28, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Moorpark Area's SOP was found to be current. Updates for the SOP are briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

- a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Ventura Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been completed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. Officer S. Clarkson is responsible for the ambulance/tow truck inspections for the Area. Random inspections were completed in August, 2008. All inspections were noted to be up to date.
- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.

- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training policies.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) The Moorpark Area ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
(8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan. Upon review, it was noted that updates were required. Out of 4 uniformed and non-uniformed personnel, asked about the IIPP, all 4 were aware had knowledge of the program.

Upon inspection of the Area's Emergency Action Plan (EAP), it was found to be current.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

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| | | |
|---------------------------------------|---------------------|--------------------|
| AREA CONEJO I. F. | DIVISION COASTAL | NUMBER |
| EVALUATED BY FIELD OPERATIONS UNIT | | DATE 10/28/2008 |

INSTRUCTIONS: Indicate items reviewed by placing a check in the "Evaluated" box and/or the "Action Required" box. If this form is used as a Correction Report, the "Correction" box should be initialed and dated as deficiencies are corrected. Answer individual items with "yes" or "no" answers, or fill in the blanks as indicated. If additional comments are necessary, the information can be placed on the CHP 454, Area Management Evaluation Supplement. The Supplement should include significant findings, accomplishments or corrective actions, unresolved items, problems or progress, and the evaluator's overall impressions. This form can be completed in pen or pencil, and the Supplement can be handwritten if desired.

| | | | |
|--|--|--|--------------------------------------|
| TYPE OF EVALUATION <input checked="" type="checkbox"/> Formal Evaluation <input type="checkbox"/> Informal Evaluation | | SUSPENSE DATE | |
| FOLLOW-UP REQUIRED <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No | | <input type="checkbox"/> Correction Report BY _____ | COMMANDER'S REVIEW DATE _____ |

AREA STANDARD OPERATING PROCEDURES (SOP)

| | | |
|------------------|-----------------------|-----------|
| EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|------------------|-----------------------|-----------|

| | |
|--|---|
| a. Does SOP contain only local procedures essential to Area? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| b. Conflicts between Division SOP and Area SOP? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| c. SOP available for review? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (1) Is it current? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (2) Are orders necessary? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (3) Does SOP provide reference to, yet avoid duplication of departmental policy? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (4) Conflict between SOP and departmental policy? | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
| (5) Orders clear and concise? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (6) Is table of contents current/effective? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (7) Logical division of material? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (8) What system is used to assure each Area employee has read SOP? ALL NEW EMPLOYEE'S ARE REQUIRED TO REVIEW THE AREA'S SOP. ALL CHANGES/ADDITIONS ARE BRIEFED TO EACH EMPLOYEE. | |
| (9) Effective numbering and index system? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (10) Position descriptions utilized in place of individual names? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (11) How are SOPs distributed? SOP IS ON-LINE FOR EACH EMPLOYEE'S REVIEW | |
| (a) Are they readily available? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |
| (12) Who is responsible for review/revision? SGT. LAMMONS | |
| (13) How often is SOP reviewed/updated? AS NEEDED. SOP HAS RECENTLY BEEN UPDATED | |
| (a) Is a suspense system in place? | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |

| LOCAL DIRECTIVES | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|------------------|------------------|-----------------------|-----------|
|------------------|------------------|-----------------------|-----------|

a. Other methods utilized by commander to provide written instructions to Area personnel? E-MAIL, BRIEFING ITEMS

| LIMITED DUTY ASSIGNMENTS | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|--------------------------|------------------|-----------------------|-----------|
|--------------------------|------------------|-----------------------|-----------|

a. Are commander and staff aware of contents of HPM 10.7, Injury and Illness Case Management Manual, Chapter 8, relating to limited duty? ☒ Yes ☐ No

b. What types of duties are assigned to those on limited duty? CLERICAL TYPE DUTIES

c. How many employees are currently on limited duty status? 0

| OTHER PROCEDURES | EVALUATED YES | ACTION REQUIRED NO | CORRECTED |
|------------------|------------------|-----------------------|-----------|
|------------------|------------------|-----------------------|-----------|

a. What methods does Area use to report highway defects? OFFICERS CONTACT THE VENTURA COMMUNICATIONS CENTER WHO IN TURN CONTACT THE APPROPRIATE AGENCY.

b. Are Area personnel aware of procedures in HPM 10.4, Citizens' Complaint Investigations Manual? ☒ Yes ☐ No

(1) What procedure is followed for receiving citizen's complaints? AREA SUPERVISORS RECEIVE THE COMPLAINTS AND UPDATE THE CHP 240 LOG. THESE PROCEDURES ARE NOTED IN CHAPTER 5 OF THE AREA'S SOP

(2) Is there a system to identify complaint-generating behavior? ☒ Yes ☐ No

(3) Are complaints classified properly? ☒ Yes ☐ No

(4) What are the most common errors in complaint investigations? NONE

c. What procedure is in place to handle traffic complaints? FORWARD TO APPROPRIATE AREA OFFICE

d. How are employee absences reported/verified? ABSENCES ARE FOLLOWED UP BY A SUPERVISOR.

e. Is there a central listing of employees with approved secondary employment requests? ☒ Yes ☐ No

(1) Are supervisors aware of regulations in HPM 10.3, Personnel Transactions Manual, Chapter 14? ☒ Yes ☐ No

f. How are cameras assigned? ASSIGNED TO EACH SCALE

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

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(1) What type(s) of cameras are used? DIGITAL CAMERA

(2) Are photos in file of good quality?

☒ Yes ☐ No

g. Who is responsible for ambulance/tow truck inspections? N/A

(1) Are inspections up-to-date?

☐ Yes ☐ No

(2) Is the responsible employee knowledgeable of applicable policies and regulations?

☐ Yes ☐ No

(3) Are random inspections conducted?

☐ Yes ☐ No

(4) Is Area in compliance with HPM 81.2, Vehicle Procedures Manual, Chapter 7?

☐ Yes ☐ No

(5) How are officers and communications operators advised of tow trucks/ambulances that are removed from service? N/A

h. Is there security for Area personnel rosters?

☒ Yes ☐ No

(1) What is Area policy regarding the release of personal telephone numbers and addresses? EVERY MONTH THE

INFORMATION IS UPDATED AND DISTRIBUTED TO THE LIEUTENANT, SUPERVISORS AND STAFF WITH A COPY TO THE VENTURA DISPATCH AND COASTAL DIVISION.

(2) Who regularly receives Area rosters? REFER TO ABOVE.

i. Has the Area established proper employer/employee relations?

☒ Yes ☐ No

(1) Does commander show a personal interest in dealing with employee representatives?

☒ Yes ☐ No

(2) Is there a bulletin board for employee association items?

☒ Yes ☐ No

j. Are damaged uniform articles inspected and repaired/replaced?

☒ Yes ☐ No

(1) Who coordinates inspection and/or disposal of unserviceable items? OFFICER V. LACY

(2) If appropriate, are damages collected?

☒ Yes ☐ No

k. Are vacation slots consistent with Area operational needs?

☒ Yes ☐ No

l. Is the squad club in compliance with departmental policy and other mandated requirements concerning records and accountability?

☐ Yes ☐ No

m. Is there a system in place to ensure accountability for directives?

☒ Yes ☐ No

(1) How are employees returning from extended absences provided updated information from directives? EMPLOYEE'S ARE

DIRECTED TO REVIEW THE AREA'S SOP, BRIEFING ITEMS AND IF APPLICABLE ARE ASSIGNED TO ANOTHER OFFICER FOR UPDATED TRAINING.

AREA MANAGEMENT EVALUATION
AREA PROCEDURES AND LOCAL ORDERS

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n. Who is responsible for the review of reports submitted by field officers? AREA SUPERVISORS

(1) Are supervisors made aware of superior or deficient reports? ☒ Yes ☐ No

(a) How is this accomplished? STAFF MEETINGS

o. Does Area have written guidelines for overtime usage and control? ☒ Yes ☐ No

(1) Are these controls effective? ☒ Yes ☐ No

(2) Do overtime provisions comply with collective bargaining unit agreements? ☒ Yes ☐ No

(3) Are CHP 415s, Daily Field Record, complete and accurate? ☒ Yes ☐ No

(4) Who may authorize overtime? MANAGER/SUPERVISOR/OIC

(5) Are CHP 90s, Report of Court Appearance - Civil Action, completed and submitted in a timely manner? ☒ Yes ☐ No

(6) Do employees understand the 24-hour clock policy in regards to completing CHP 415s, Daily Field Record? ☒ Yes ☐ No

(7) Who maintains court and subpoena logs? LINDA WINDT, OA

(8) Are local controls sufficient to properly manage overtime? ☒ Yes ☐ No

(a) Is CTO held within proper limits? ☒ Yes ☐ No

(b) Does the Monthly Attendance Report (MAR) agree with the CHP 415s, Daily Field Record? ☒ Yes ☐ No

(c) Do all CHP 415s, Daily Field Record, have a supervisor's signature? ☒ Yes ☐ No

(d) Is the MAR signed by the commander? ☒ Yes ☐ No

PORTION OF THIS INSPECTION WAS THE REVIEW OF THE AREA'S INJURY AND ILLNESS PREVENTION PLAN (IIPP) AND
THE EMERGENCY ACTION PLAN (EAP).

UPON REVIEW, IT WAS FOUND THE IIPP AND EAP WERE UPDATED AS REQUIRED.

On October 28, 2008, Coastal Division Field Operations Unit conducted a formal Chapter 2, Area Procedures and Local Orders.

1. AREA STANDARD OPERATING PROCEDURES (SOP):

The Conejo Inspection Facility Area's SOP was found to be up to date at the time of this inspection. Updates for the SOP are briefed during shift changes. As new employees are assigned to the Area, an orientation worksheet is utilized to ensure all employees are aware of the Area's policies and procedures.

2. LOCAL DIRECTIVES:

- a. The command ensures all employees receive written commands via shift change, briefings, e-mails and if required the written instructions are posted in a place where all employees have access.

3. LIMITED DUTY ASSIGNMENTS:

The command understands departmental policy related to limited duty assignments and the type of duties the employee is authorized to perform.

4. OTHER PROCEDURES:

- a. Area personnel immediately notify the Ventura Communications Center of any roadway defects. The communication center then contacts the appropriate agency for response.
- b. The Area's complaint log was checked and compared to the current year complaints. It was discovered the CHP 240A, Complaint Control Log has been competed properly.
- e. A check on the Area's secondary employment listing revealed the Area conforms to policy as required per HPM 10.3, Chapter 14.
- g. Due to the Area's primary focus as a commercial inspection facility, no participation in the tow truck agreement (TSA) is required. Those duties are assumed by the Ventura Area.
- h. The Area understands the importance of confidentiality as it relates to the personnel roster as it is on-line only accessible to Area personnel.

- m. Management ensures upon the return of employee's from extended absences, the employee obtains the required departmental information and adherence to training policies.
- n. Area sergeants review all submitted reports and management reviews all sensitive documentation.
- o. (5) The Conejo Inspection Facility ensures CHP 90s, Report of Court appearance are submitted in a timely fashion.
(8) The commander ensures the MAR is signed on a monthly basis.

An element of this inspection was the review of the Area's Injury and Illness Prevention Program (IIPP) plan and the Emergency Action Plan (EAP). Both were found to be current.